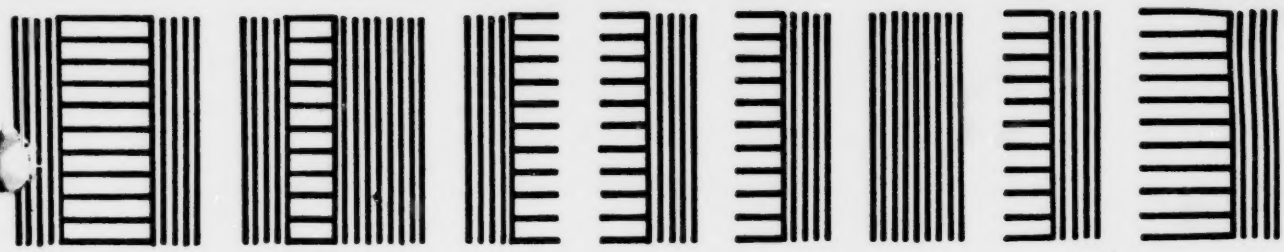

CONSUMER AND CORPORATE AFFAIRS

RESOURCE DISTRIBUTION RECORDING SYSTEM

DISCUSSION PAPER

BUREAU OF CONSUMER AFFAIRS
BUREAU DE LA CONSOMMATION

Government of Canada / Gouvernement du Canada

MEMORANDUM **NOTE DE SERVICE**

PAC/TGH/an 7-2300

SECURITY - CLASSIFICATION - DE SÉCURITÉ

OUR FILE - N/RÉFÉRENCE

YOUR FILE - V/RÉFÉRENCE

DATE June 28, 1978

TO / À Members of Coordinating Committee

FROM / DE T. Grant Heron
Chairman

SUBJECT / OBJET Resource Recording System

The firm 'Systemhouse Ltd.' was commissioned by I.S.B. to assist in preparing a study concerning the possibilities of obtaining commonality and the fulfilling of basic requirements for any time recording system that may be introduced into the Consumer Affairs bureaux. Their discussion paper is now available and is being distributed to you for any comments you may wish to offer.

It should be clearly understood that any decision to introduce time recording systems will be the responsibility of the directors. This discussion paper is to ensure that such developments are coordinated and planned in advance.

There are systems in the government and municipal authorities that contain components of the available state of the art. We believe this discussion paper brings the recording of data to a new high level. Your attention is drawn to appendix B No. 4B where the example shows a document customized to exactly match the needs and activities of all concerned.

The subject of recording time by employees is certainly one that can generate debate, and some of these contentious issues are covered in the paper.

The document is issued with a cover similar to other documents in this series.

T. Grant Heron

Systemhouse Ltd.

This book updated July 26/78 J.A.

CONSUMER AND CORPORATE AFFAIRS
RESOURCE DISTRIBUTION RECORDING SYSTEM

DISCUSSION PAPER

APPLICATION DIVISION
INFORMATION SYSTEMS BRANCH
JUNE 1978

PREPARED BY SYSTEMHOUSE LTD.

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1. EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

Planning and Coordination is responsible for achieving, where appropriate, commonality throughout the Bureau. Consequently as the Consumer Fraud Task Force was developing a time reporting system there was presented an ideal situation for achieving the aims of commonality.

The system developed by Consumer Fraud Protection is in the lead role and is serving as a pilot for the other branches. Planning and coordination worked closely with CFP in the development of the pilot system. Consequently the CFP system is as this paper shows, extendable into the remaining branches. There were, however, some specific items that needed attention and therefore the information systems branch was contacted and a contract was awarded to Systemhouse Ltd., a computer consulting firm, for the analysis and recommendations on the possibilities of a common system.

Systemhouse Ltd. began the study in early April and looked into the following areas:

. developments of the Consumer Fraud Time Utilization System

. requirements of headquarters and the laboratory within the Bureau of Consumer Affairs

. alternate data capture possibilities.

As a result of the analysis covering a period of approximately two months, the following recommendations have been made.

- The Time Utilization System developed by Consumer Fraud Protection Branch can and should be implemented in other areas within the bureau. This can be accomplished with a minimum of program modifications.

- Keypunching from timesheets is the recommended data capture method. Once the system is implemented optical readers could substantially reduce data capture costs. This could be accomplished with minor additional software.

2. OBJECTIVES

2. OBJECTIVES

Objective and Intent of Resource Distribution Recording System

The main objective of the Resource Distribution Recording System is to satisfy certain of the information requirements of the Bureau of Consumers Affairs regarding the use of human resources. The intent is that the organizational components of the Consumer Affairs Bureau have available a system that can be adjusted to suit and yet retain essential commonality. The desired result would be a system whereby the participants would record how much time they spend on certain selected activities. This recording of time would make it possible to determine the cost of these activities with a reasonable degree of accuracy. Further, from time to time, the cumulative costs can be compared to the planned costs.

Objective of the Study

The objective of the study is to assist in achieving the above intent by providing a discussion paper to Planning and Coordination. The discussion paper is to be prepared within the terms of reference and points of note described in Section 4.

3. INTRODUCTION AND BACKGROUND

INTRODUCTION AND BACKGROUND

In 1975, a Resource Management Information System (RMIS) was developed and implemented in various areas within the Bureau of Consumer Affairs. In January 1977, a post implementation study was carried out on the system by the Information Systems Branch. It was found that the system was not being fully utilized and that there was some doubt about the reliability of the data. The study further recommended that the system be scrapped.

In January, 1978, Mr. Pat MacKinnon, Chief of Priorities and Evaluation Division, Consumer Fraud Protection Branch contacted the Information Systems Branch for assistance in the EDP portion of the development of a Time Utilization System. A project was initiated to study the requirements and analyse the feasibility of such a system and to implement a solution if desirable. By mid February the study was complete and a decision was made to proceed with development and implementation. On May 12, 1978 the implementation was complete and reports were produced and distributed to Consumer Fraud Protection analyzing time recorded during the month of April. A descrip tion of the system is briefly documented in Section 5 of thi report. During the development of this system there was continual liaison with Mr. Grant Heron, Planning Coordinator Performance Measurement System, to ensure solutions were consistent with requirements across the bureau.

In January, 1978, Mr. Heron working with CFP produced a draft proposal entitled "Resource Distribution Recording Guideline". This report as well as subsequent documentation defined a master list of work activities. (This master list is included in Appendix F.) Conceptually, each area within the bureau would record time against portions of the list or synonyms of the list. These unique activities could then be rolled up into one bureau wide report.

A project was initiated to look into the possibilities of a common bureau wide time recording system and to produce a discussion paper documenting the findings. While there is always the possibility of extending this common system to field operations it was felt that initially headquarters and the laboratory should be the area of study.

4. TERMS OF REFERENCE

4. TERMS OF REFERENCE

Basic Terms of Reference

1. Prepare a basic plan showing development steps, resource requirements and dates.

2. Submit the plan for approval before proceeding.

3. Study the developments to date in the resource distribution recording system.

4. Analyze the resource distribution system currently under development in the Consumer Fraud Protection Branch.

5. Define the needs of:

    - The Bureau - HQ
    - Product Safety - HQ & Laboratory
    - Consumer Services
    - Weights & Measures - HQ & Laboratory
    - Electricity & Gas - HQ & Laboratory
    - Consumer Fraud Protection (Previously defined)

6. Define the needs related to the comparison of planned time versus actual time so that productivity can be determined.

7. Propose alternative solutions to the requirements.

8. Provide resource and cost estimates for each alternative solution.

9. Provide time schedules and plans for the design and implementation of each alternative solution.

10. Provide a discussion paper summarizing the above on the potential ways and means for developing and implementing a resource distribution recording system.

The Study should Recognize the Following

1. Minimize the recording effort involved so that both productivity and voluntary participation are enhanced.

2. Record time distribution against all or portions of an existing master list as appropriate to each organizational component.

3. Be capable of reasonable re-arrangement or additions to the master list.

4. Give unique activities the flexibility of introducing sub-functions which can be rolled up to various functions on the master list. (See Appendix F for the master list.)

Note: For a further explanation of items 2 thru 4 refer to the "Resource Distribution Recording Guideline" produced by Mr. Grant Heron.

5. Give unique activities the ability to define functions differently yet remain synonomous with a universal description on the master list.

6. Be capable of displaying resource distribution by organizational component.

7. Recognize that there are several discrete components to the system:
   - the needs
   - the recording system
   - the processing system
   - the reporting system

8. Recognize that each of the branches has:
   - process activities associated with quantifiable outputs
   - on-going routine activity
   - project activity(*)

9. Recognize the needs for appropriate turn-around time in the processing of data.

10. Recognize the particular needs of the headquarters groups regarding project control.

*A project is defined as any specific task that time is charged against.

5. DESCRIPTION OF THE CURRENT SYSTEM

DESCRIPTION OF THE CURRENT SYSTEM

5.1 Overview

A Time Utilization System has been implemented by the Consumer Fraud Protection Branch. The primary objectives of the system within the branch are:

1. to provide a basic reporting system for monitoring and analyzing man/days and expenditures for on-going work and special projects

2. to compare expenses against proposed budgetary allocation for both activities

The system basically analyzes the activities of the branch in two areas - on-going work and work related to special projects. The on-going work includes mainly the distribution of time in man/days against functions and sub-functions of work activities, but it also includes the recording of quantities of label reviews and advertising reviews completed. The special projects area record both time and expenses against the various projects. Expenses are compared to a budget for each project. In order to relate the on-going work to special projects and vice versa all project codes are defined against a predetermined range of numbers which relate to the categories of on-going work elements. A list of the elements is included on the timesheet form in Appendix A. The project codes and descriptions are also included in Appendix A.

The table maintenance forms are used to create or update tables with division, function, sub-function and project information.

The project control sheets are used to collect information about special projects. The time sheets are used to record time against either on-going functions or special projects.

All input documents are sent at month end to the Information Systems Branch for keypunching. Edit programs validate the keypunched data and reject errors. Errors are returned to the control clerk for corrections and once corrected they are re-submitted again for keypunching.

After all entries are validated and found correct, they are used to update the master file. The master file is then used to provide status information relative to any on-going work or special projects. See Appendix A for a system flowchart description.

5.2 Input

There are three types of input to the system.

1. Table Maintenance Form

Within the computer system there is a master table of elements which describe the various functions time is charged against. The table maintenance forms are the means whereby insertions or changes to this table are processed. Changes or insertions are currently approved by the chief of Priorities and Evaluation Division within CFP branch. The approved forms are gathered together by a statistical clerk within the Priorities and Evaluation Division and forwarded to the Information Systems Branch at month end for keypunching. For a sample of the table maintenance form see Appendix A.

2. Project Control Sheet

The project control sheets are the means to introduce and update data relative to special projects. Data transcribed on these sheets include budget, man/days, expenses and date of completion. Project control sheets are currently filled in by a statistical clerk and approved by the chief of Priorities and Evaluation Division. At month end the sheets are forwarded to the Information System Branch for keypunching. For a sample of a project control sheet see Appendix A.

3. Timesheet Form

The timesheets are used to record time against various functions/sub-functions or projects worked. There are approximately fifty five employees in the Consumer Fraud Protection Branch responsible for filling in timesheets. Each employee enters time on a daily basis until the timesheet is complete or the current week ends. In the case where a timesheet is complete before the end of the week, the employee simply begins recording time on a new timesheet. Total columns are available for both vertical and horizontal summation. Presently, these columns are optionally filled in by the employee and strictly for their use. At month end all time sheets are forwarded to a statistical clerk in the Priorities and Evaluation Division. The statistical clerk collects the timesheets and ensures all have been submitted. From there the timesheets are sent to the Information Systems Branch for keypunching and later processing by the computer system. In summary, the timesheets are filled in daily, submitted weekly and processed by the system monthly. For a sample of the timesheet form see Appendix A.

5.3 Processes

The Time Utilization System is made up of three programs.

1. Edit/Table Update Program

This program processes all three types of input described in the previous section. The table maintenance data is sorted and merged with the table portion of the master file, a new master file is created, and a list of all table entries is printed. No editing is performed on the table maintenance data.

Project control data and daily time data comes from one of two sources:

- current months entries
- selected month of entries from the backup transaction file

The data is sorted and edited and incorrect entries are printed on an edit report with an appropriate error message. Optionally, at the users request the edit report lists all entries submitted.

2. Update Program

This program merges the monthly edited data from the project control sheets and the timesheets with the master file. The master file contains the detail of on-going work and special projects. Previous figures are overdiden by the new detail entries. Overdue projects are flagged for reporting purposes.

3. Report Program

This program produces the monthly time utilization reports. The three reports produced are described in the Outputs Section 5.4.

5.4 Outputs

There are five reports produced by the Time Utilization System. Samples of these reports are in Appendix A.

1. Edit Report

This report lists any errors encountered by the Edit/ Table Update program. The record image is printed together with an appropriate error message. The report is in the sequence the transactions are processed after sorting by type and key. At the users request all transactions (correct and incorrect) will be listed.

This report provides production control and/or Priorities and Evaluation division with a statement of errors requiring corrective action.

2. Table Listing

This report lists all table entries in ascending sequence by key. It is produced any time an update is made to the table.

This report provides Priorities and Evaluation Division with an easy way of controlling the contents of all tables.

3. Time Utilization Report for On-going Work

This report provides a detail listing of all the time reported by the employees in a specific month, by function and sub-function within each division of the branch. Summary totals by sub-function, function and division will be shown in man/days for the month as well as YTD.

This report provides the appropriate division manager with a comprehensive picture of how his human resources are being utilized throughout the month.

4. Time Utilization Report for Special Projects

This report is basically the same format as the report for on-going work, with the exception that the detail level consists of time reported for a special project, which is classified under sub-function and function for a particular division. Time reported, current and YTD expenses, budget figures and overdue projects are listed.

This report will give the division manager a comprehensive status of special projects for review and updating if necessary.

5. Time Utilization Report for Divisions

This report is a consolidation of the reports for on-going work and special projects. Printed for each division are two lines of information, one line for on-going work and one line for special projects.

This report will give the branch manager an up-to-date view in order to relate time and expenses to production output as well as measure actual against planned performance.

5.5 Experience to Date

At the time of this writing the Resource Utilization System was approximately one month into a production environment. All reports had been produced and distributed by mid May reporting time recorded during the month of April. The problems encountered had been less than anticipated and no major new requirements of the system had been discovered. The minor problems encountered were of the ironing out of small bugs in nature which in most systems is to be expected. This is especially anticipated since real data had never before been processed by the system.

One minor requirement was discovered which would be useful in ensuring the accuracy of the time recorded. This requirement would be a check in the input edit program rejecting timesheets that do not total 35 hours. This would prevent a shortage of hours in each of the divisions. However, it should be noted that if this edit is implemented employees would have to account for 7 hours each day. Mandatory hours and productive time is discussed in Section 7.

Timesheets that are currently rejected are easily traced to their source by recognizing the employees' hand writing on the timesheet. If a division was large enough this recognition would not be possible and rejected documents would be impossible to correct. In future tight administrative procedures may also require implementation in both the keypunching and computer input area or the employee name may have to be included on the form to ensure timesheets are processed correctly.

The design of the timesheet form has combined both on-going work and special projects. This certainly is a great advantage to the employee to be able to record all time on one form rather than two. The total column on the extreme right as well as the total line at the bottom of the page lends itself to manual checks which should result in few errors. However, the sub-total fields for each category of work function serves no purpose and if filled in could create keypunching problems.

6. REQUIREMENTS AND PROBLEMS

6. REQUIREMENTS AND PROBLEMS

6.1 Overview

In an effort to define consolidated requirements within the Bureau of Consumer Affairs unique areas were looked at independently. Interviews were carried out in the following areas:

- Planning and Coordination
- Consumer Fraud Protection Branch
- Product Safety Branch
- Electricity and Gas Division
- Weights and Measures Division

The results of the investigation with the exception of Consumer Fraud Protection Branch is documented in this section. Consumer Fraud developments have been described previously in Section 5.

Generally, all areas investigated recognize the need for a time recording system, see advantages in a common approach and are quite willing to compromise requirements to ensure success. However, basic differences in work between the laboratory and headquarters may make this difficult to accomplish. Also, work completed in the laboratory is more quantifiable than work completed in headquarters.

6.2 Planning and Coordination

Interviews carried out in this area cover the support staff to the office of the Assistant Deputy Minister. The requirement for a time recording system in this area is for planning purposes. Planning and Coordination support very strongly a common system and emphasized the need for a simple input form which would bring about a desired participation by all employees.

There are approximately 10 employees in the Planning and Coordination area who would be filling out timesheets. The main requirement would be to monitor the distribution of time against a list of activities edited from the master list developed by Mr. Grant Heron. Ideally the master list could be edited to suit different divisions and within each division further editing of the list could be completed to tailor the list for each employee. Currently there is a mix of both on-going and project related work. The accuracy of the time captured is not critical with ½ days usually being a sufficient level of detail. Some employees work on such a variety of activities that any meaningful distribution would have to be to the nearest ¼ hour. Timesheets would be submitted daily to ensure daily recording by the employee. Thought should be given to the possibility of recording overtime as well as regular time. Overtime might even be recorded by type, i.e. unpaid, regular, time and one half, double time, etc. Employees should also be required to record their name on the timesheet.

Requirements for data manipulation are too premature to deal with at this point in time. Reports should record the distribution of on-going work planned and actual project related work. The ability to report time by employee would give each employee the ability to better plan future work loads as well as justify past and present workloads.

6.3 Consumer Services Branch

The Consumer Services Branch is extremely interested in the development of a time recording system as a means to improve activity performance measurement. Ideally the system would be implemented in field operations so statistics would be available to headquarters for more accurate program development. However, implementation at headquarters alone would create significant benefits. A time recording system would allow Consumer Services to monitor their people resources on both special projects and on-going activities. Currently, this information is just a guess. A common system throughout the bureau would also allow different areas the ability to relate to the same project.

There will be approximately 30 personnel within the branch filling in timesheets. The main requirement is to monitor the distribution of employee time as opposed to quantities of work accomplished. The activities of the branch will fit into the master list developed by Mr. Grant Heron providing a synonomous description can be used. It is mandatory that the input document be easy to fill out. Accuracy should be to the nearest ½ hour, filled in by remembering the previous days activities. The employee and the input document should not be associated together past the immediate supervisor.

Requirements for data manipulation should be dealt with in more detail at a later date. Basically, work should be reported in mandays and distributed by activity. The frequency of the report should be weekly with a report of Fridays activities available for the following Wednesday management meeting.

Monthly reports should be produced for distribution to the directors of the Bureau.

Consumer Services feels that more specific requirements must be dealt with at a later date. However, to the extent they are familiar with the system developed by Consumer Fraud Protection, the Fraud System would meet the requirements of Consumer Services.

6.4 Product Safety Branch

The Product Safety Branch is divided into two areas, headquarters and the laboratory. The nature of the work done varies a great deal between the two areas and is described independently.

Headquarters

The need for a time recording system has been recognized for some time within the headquarters of Product Safety. Currently time is recorded in the Compliance Programs Division on a version of activities similar to those developed by Mr. Grant Heron. The results of this time are analyzed manually. The headquarters area of Product Safety is in favour of an automated bureau wide system but has limited resources to identify specific requirements and implement solutions. Available time is not foreseen in the next 2 months.

There are approximately 24 personel in the neadquarters area who would be recording their time. The main requirement is to monitor the distribution of employee time against project oriented work. On-going work is not as significant. The specific breakdown of work activities is not a requirement now but may be in the future.

Accuracy of time should be to the nearest hour, filled in by remembering the previous days activities. The employee name should be recorded on the input form.

Requirements for data manipulation of reports would be premature at this point in time. The Consumer Fraud Protection report by project would be of most use on a monthly basis. Detail requirements as well as constructive thought will be no earlier than July, 1978.

Laboratory

The laboratory area has had a number of time recording systems throughout the years, so benefits such as planning are acknowledged. The RMIS system was in use prior to April and time is currently being recorded on RMIS input documents in hope that it will be of use in the future. (See Appendix G for a samle of the RMIS Time Recording form.) Due to the nature of the work done in the laboratory the following concerns were expressed on developments to date of a time recording system:

1. A further breakdown of activities is required from the master list defined by Mr. Grant Heron. The system proposed has the capability to handle sub systems.

2. Some categories in the master list are already too detailed for requirements in the laboratory.

3. Further analysis is needed to properly identify requirements in the laboratory.

There are approximately 10 personnel in the laboratory area who would be recording their time. This time would be recorded to the nearest hour, by remembering the activities of the previous day. The recording of quantities is also an important statistic to capture for work done in the laboratory. It is also essential that the name of the employee be associated with the input document.

The manipulation and reporting of information will need to be looked at in more detail in the future. Output reports should be monthly and generally contain information such as:

- number of projects started
- number of projects in progress
- number of projects completed during the reporting period
- number of projects to date completed

6.5 Electricity and Gas Division

Within the Electricity and Gas Division there is definitely a need for a good time recording system although little thought has been given to such a system. Planning and control is one of the more obvious benefits. The RMIS system was in use prior to April and generally speaking was a good system for this division as far as data recording. The Electricity and Gas Division feel that a common system within the laboratory is possible and they are willing to be quite flexible to ensure its success.

The number of personnel within the division who would fill in timesheets is approximately 20. The value of management and supervisory staff filling in timesheets is questionable due to the nature of work done. Generally speaking, a system like RMIS with fewer categories and work activities would be ideal. The accuracy of time recorded need only be to the nearest $\frac{1}{4}$ day and should be filled in at appropriate times during the month by remembering. The E&G division feel that the name on the form is a definite requirement.

Planned time verses actual time as well as quantities of output would be the most important elements to be reported. The ideal frequency of reports is not known at this point in time.

6.6 Weights and Measures Division

The Weights and Measures Division also recognizes the need for a time recording system. They are also prepared to make compromises to ensure a common system can be developed throughout the laboratory. Currently, the division still has personnel filling out RMIS input forms and pertinent information is manually extracted from these forms.

The total number of personnel within Weights and Measure who would be required to fill out time recording forms is approximately 22. A format like the one developed by Consumer Fraud Protection would be satisfactory. The majority of time would be distributed against on-going work (approx. 75%) although for management the reverse is true. (Approx. 75% against special projects). Ideally, forms would be filled in from memory and accuracy between ½ hour to 1 hour would be adequate. The association of the employee to his or her specific timesheet should not be known past their immediate supervisor.

Requirements for output reports are not known at this time.

7. THE DATA CAPTURE FUNCTION

7. THE DATA CAPTURE FUNCTION

7.1 General Considerations

Probably the most critical criteria relative to the success or failure of a computer system is the attitude of various users toward the system. Yet for some strange reason very little significance is generally attached to this area if it is even considered at all. The worst system in the world can be made to look like a success if the user has a positive attitude about the system. Conversely, the best technical computer system to date will be a disaster if the user has a negative attitude. It is imperative that time recording systems be introduced to the user in a manner that the benefits of the system both to the employer and employee can be easily identified. Since the attitude of the user is so important a great deal of thought should be spent on those areas that affect him most. The Data Capture Function is one of those areas. Here in this visible area, the user will probably judge the system in its entirety.

Name on the Form

Much thought and debate has gone into the advantages and disadvantages of the employee name of the form. One side of the argument deals with the philosophy that an employee becomes a little edgy if asked to account for time with one's name on the form. The employee fears that all time is kept by employee and has the potential to evaluate his or her performance and be used as an argument for firing. This attitude would have a negative effect and therefore jeopardize the potential success of the system. The other side

of the argument states that an employee takes more pride in something with their name on it which has a positive effect on the success of the system. Potentially, reports could be produced by employee and therefore, each employee could analyze their own time. From a computer system point of view, the name on the form is imperative to the proper handling of rejected forms due to error or failure to submit timesheets. It is related that in some systems the employees demand a detailed list so they can properly demonstrate their activities.

It is interesting to note that all time recording systems looked at during this study had the name of the employee on the input form.

Ease of Use

The easy ability to use the system will develop attitudes with the user. A form designed for recording numerics versus a form designed with preprinted numbers for selection should be considered in light of which one will give the user the easier method to record time. For example, is it easier to write number 395 or to circle or select digits 3, 9 and 5 from three lines of preprinted digits 0 thru 9?

Other considerations in this area affecting the ease of use are:

. the size of the form

. problems for the user filling in one timesheet versus filling in two timesheets. It is presumed that two timesheets is undesirable.

. looking up codes before time can be recorded. It is presumed that looking up codes is undesirable.

. the complexity of the information recorded

Components of the Form

When one looks into the aspects of data capture the most important question raised would be "what are we attempting to record?" The two elements which would assist the bureau regarding the monitoring of human resources would be time and quantities. Time would be recorded against a pre-defined activity and quantities would be recorded against a pre-defined output.

Quantities are not nearly as important as time for the monitoring of human resources at headquarters. In the laboratory where quantifiable outputs such as approvals or calibrations are completed, the quantity aspect is very important.

During the period of time in which this study was carried out the element of quantity was discussed, particularly in the laboratory. However, all the laboratory areas, including Weights and Measures, Electricity and Gas and Product Safety have indicated that more time is required to properly and accurately state their requirements. Because of this lack of requirements regarding quantities as well as the complexity this area would add to the system, quantities will not be dealt with in the description of this system. The complexity of the previous RMIS system and the resulting failure of the system bears out this argument.

A sample of the RMIS time recording form is included in Appendix G. It should be noted that the form itself is designed for ease of use. The complexity of the system stems from the number of types of forms required. Detail of the various types of forms are not included in this document.

With time then as the main element recorded the data capture function has three components. The first component is the unit of time itself. The second component would be the on-going activity against which it applies (description and cost element code). Throughout this document this component is referred to as the function and sub-function. The third component would be the specific project against which time applies (description and project code which implies cost element).

There are a number of alternate ways to organize these three components on an input recording document. Three alternate methods to the Consumer Fraud Protection Time Utilization System are described here and illustrated in Appendix B.

All three methods have combined on-going work and special projects on one form. This approach has been taken due to the majority of employees involvement in both types of work. If the majority of the employees were either all project oriented or all on-going, then a separate form for each should be considered.

Input Type 1 (Refer to Appendix B)

This form like the Fraud system has the description of the on-going work functions and sub-functions pre-printed on the form. The advantages of merely having to record time against a description rather than code a number plus record time are worth much consideration.

Time could be recorded daily on a "scratch pad" area on the form. At the end of the week, the time for each function or sub-function is totalled. The function and sub-function codes are pre-printed beside the total column. The codes and total time could be perforated and forwarded for input data capture, greatly reducing the volume of data to be keypunched and processed.

Projects work much the same way. Daily time is recorded on a "scratch pad" area on the form along side a project code. At the end of the week the time for each project is totalled. The project codes and time could be perforated from the rest of the form and forwarded for input data capture the same as for on-going work. Samples of timesheets were taken from the Fraud system to calculate the keystrokes required to capture daily time versus the keystrokes required to capture weekly totals of time. The volume of data was reduced by a factor of 2.5 when only weekly totals were captured.

Input Type 2 (Refer to Appendix B)

Type 2 is similar to Type 1 with the exception of total columns. The description and the code for on-going functions and sub-functions are pre-printed on the input form. Project codes would be looked up and recorded on the appropriate column. All time is recorded on the "scratch pad" area and requires no totalling by the employee at the end of the week. However, daily rather than weekly time would be processed in the input data capture function greatly increasing the volume of data.

Input Type 3 (Refer to Appendix B)

This form is more flexible than the previous two because there are no pre-printed descriptions. The form itself has on-going activities on the top half and projects on the bottom half. Each area has a column for recording of the code (on-going function code or project code) as well as five columns for recording time. The form could have a total column as in Input Type 1 or without as in Input Type 2.

This form would be matched against a descriptive list of on-going work functions and projects suited to each employee. With this list, it is anticipated that employees would more objectively record their time since it is equally easy to record time against on-going work and projects.

The list would be updated as required, preferably on a machine such as a word processor. The employee would transcribe the code from the list and record one week's (5 days) work against it. Some employees in CFP are presently keeping track of project related activities by maintaining their own personal list of projects. A master list of all on-going functions and sub-functions as well as a master list of all special projects should be available should an employee spend time on a project not on his or her list.

Input Type 4 (Refer to Appendix B)

This form probably represents the ideal to the user as far as flexibility and ease of use is concerned. The recording area of the form allows the recording of both on-going time and project time. Five columns are available for each day of the week. A total column may be included as in Input Types 1 and 3.

This form would have all information relative to the employee preprinted on the form. This information includes:

- employee number
- employee name
- period ending date
- branch and division
- personalized on-going cost codes and descriptions
- personalized project codes and descriptions as well as cost codes

With the list of on-going work functions and projects specific to each employee it is anticipated that all time would be recorded objectively.

The employee information would be updated on the computer system by employee as required and the forms would be preprinted and distributed approximately two days prior to use. A master list of all on-going functions and sub-functions as well as a master list of all projects should be available should an employee spend time on work not on his or her list.

Although this input method represents the ultimate for the user, the costs (computer and employee support costs) of maintaining and updating the employee information could not be justified for 250 employees. Time recording systems with preprinted timesheets usually include more than 1,500 active employees.

This input form design also lends itself very well to OMR/OCR use. The preprinted areas of the form would contain all relevant employee information portions of which could be OCR read. Time would be recorded and submitted daily on an OMR area of the form. For an example see Appendix B.

Productive Time

Much thought has revolved around the area of the time recorded each day. One school of thought deals with the recording of productive time only, supporting the argument that not all employee time on the job is necessarily productive. Each employee in this instance would make his or her own judgement regarding time spent and record time only if it was felt to be productive time. Time not accounted for or unproductive time could be either left unaccounted or appropriately distributed against the productive time.

The other school of thought states that all time is productive. In this instance, time would be distributed proprotionately against the predefined work activities. Each employee would be required to account for 7.0 hours each day and work activities would be changed as required to reflect accurately the type of work each employee is engaged in. This method is mandatory in ensuring that time has not been omitted due to error.

Other Considerations

Consideration should also be given to the frequency of processing the data captured. For example, daily submission of the input form ensures the most accuracy because employees are forced to record time daily. However, the administrative procedures necessary to control daily input may not be worth the accuracy. It is impossible to enforce daily recording if timesheets are collected weekly or monthly. Weekly submission ensures a reasonable amount of accuracy and a reasonable amount of administrative follow-up; monthly ensures little accuracy and very little effort to control. However, with monthly submission, the size of the form becomes extremely large. One might think that the cost of the forms would be a significant consideration when dealing with the frequency of the data captured. With forms costs ranging from 1.5 to 4 cents per form depending on complexity and quantity these costs are not generally considered to be significant.

Another important consideration is the detail of the time recorded. Time could be recorded to the nearest day or minute. The frequency of the submission will be an important factor in choosing the degree of detail. For example, it would be ridiculous to record time to the minute and submit the forms monthly. The Fraud System, which is a good compromise, records time to the nearest ¼ hour with weekly submission.

Finally, the most important consideration of data capture is the method. Generally, the most common methods are key to card, key to tape, on-line data entry and optical readers. The first three methods all involve a keying operation with keypunched cards being the most common. The advantages and disadvantages of keypunching versus optical readers will be dealt with in the following two sections.

7.2 Keypunching

Keypunching is probably the most widely used method of data capture in the computer industry today. The Time Utilization System developed for Consumer Fraud Protection makes use of this data capture method. There are a number of advantages with the use of keypunching, especially within Consumer and Corporate Affairs.

The first advantage would be the ability with keypunching to design a form combining both on-going work as well as projects. Users having to fill in two forms rather than one certainly more than doubles the discomfort to the user.

The second major advantage with keypunching is the keypunching facilities on-site. A great deal of importance should always be placed on having direct control with the facilities in use. Corrections can be submitted as often as required to the facilities within the department and very little static is involved. The use of outside facilities involves the data transportation costs to the site as well as the high price should priority be required. Also, keypunching facilities as a whole are never completely down as compared to the use of other data capture methods such as an optical readers.

The third major advantage is the existing computer facilities in the department. The Information Systems Branch has the equivalent of a "Hasp Work Station" with a card reader which allows the punched cards to be directly transmitted to the central processing computer. Control as well as transfer costs are significant advantages with the existing computer equipment.

The disadvantages with keypunching are the costs involved. Estimates range from approximately $300.00 per month to over $600.00 per month for keypunching as well as forms costs. As well, keypunching does not represent the highest state of the art.

A second disadvantage is that keypunching by definition introduces a manual transfer operation which lends itself to errors.

Generally, the process surrounding keypunching is quite simple. Forms filled in by the users are collected either daily or weekly by designated personnel in the area. At the end of the month these forms are batched together and submitted for keypunching. Errors are returned to their source where they are corrected and then re-submitted.

Details of the costs and sample forms are described in Appendix D.

7.3 Optical Readers

An optical reader is a computer hardware device that reads input documents. Basically there are two types, optical character readers (OCR) which read characters and optical mark readers (OMR) which recognize strokes made with a lead pencil through preprinted numbers or characters. Usually, optical character readers can read both marks and characters. However, generally the characters read are those preprinted by a printer from the same manufacturer rather than characters hand written by personnel. For examples of OCR/OMR forms, see Appendix H.

The exploration of possible optical reading facilities for the purposes of this study came from the following areas:

- a report on optical mark reading as a means of data reporting for Consumer Fraud Inspections (November 1976)

- Royal Ottawa Hospital: Saad Hanna, Pat McKinnon, Joan Lancaster, Grant Heron visited the site

- Statistics Canada: Saad Hanna, Grant Heron, Verne Sheppard visited the site

- University of Ottawa: Saad Hanna, Grant Heron, Verne Sheppard visited the site

- IBM

- Purchasing equipment on site

- Library research

The conclusions of this study ruled out the possibility of purchasing equipment and selected the University of Ottawa as the most economical and flexible area to base potential costs. (See a report on optical mark reading as a means of data reporting for Consumer Fraud Inspections - November 1976.)

The main advantage of optical reading compared to key-punching is the cost involved. Costs per month range from approximately $100 to $500 depending on the frequency and complexity of the operation.

The second advantage is the direct input nature of the data capture method. A form properly coded is automatically entered into the system rather than manually transferred to another medium.

The first disadvantage of optical reading is the size of the input document. Much more room on the form is required to code marks on pre-printed numbers rather than simply record numerics.

The second disadvantage is the loss of control compared with the on-site keypunching facilities. Errors on input forms incur substantial extra costs and down-time on the device will cause significant delays. These extra costs are included in the estimates in Appendix D. This of course is based on the fact that no suitable OCR equipment is available, as yet, within CCA.

The third disadvantage is the incompatibility of the existing computer facilities. Output from the optical reader is on tape which must be transported to the central computer facilities rather than those on site. Transportation impacts the ability of the system both in cost and time. Time can be a major disadvantage with at least one day lost to deliver a tape to the central computer facilities. Normally, one delay is not regarded as significant when the reporting cycle is monthly. It should be noted that there is talk about the possibility of acquiring a tape drive in the facilities at the Information Systems Branch within Consumer and Corporate Affairs. This would allow data transmission via communications lines rather than tape transportation via courier.

The procedures surrounding optical reading are similar to keypunching with the added problem of getting the input documents to and from the optical reading facilities. Forms filled in by the users are collected either daily or weekly by designated personnel in the area. At the end of the month, the forms for the whole month are sent via courier to the optical reading facilities for processing. Following this input function, the forms and magnetic tape are returned via courier. The forms are filed while the tape is sent once again via courier to the central processing computer. Input errors are rejected, the forms are retrieved from those filed and returned to the source. Corrections are made and the process is repeated until the input data is correct. Details of the costs and potential input forms are described in Appendix D.

8. PROCESSING AND REPORTING FUNCTION

8. PROCESSING AND REPORTING FUNCTION

No specific processing and reporting requirements have been stated to date by any of the areas interviewed. The output of data is dependant upon the input captured. None of the proposed input drafts capture quantities of completed work which therefore dictates that only time can be manipulated and accumulated by division, branch, project and on-going function. If by definition special projects had some kind of pre-determined quantifiable output associated with it this would give the divisions the ability to relate quantities with time.

Generally, the output reports from the Consumer Fraud Protection System appear to meet all requirements. The required frequency by the user of the reports range from weekly to ad hoc. Once into a production environment monthly reporting should be adequate.

9. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS AND RECOMMENDATIONS

General

The conclusions and recommendations reached by this study are to implement the Consumer Fraud System in those areas at headquarters. Those areas include Planning and Coordination, Consumer Services and Product Safety. System changes to the Fraud System will amount to approximately 4-6 weeks plus 2 weeks for user support making the total effort approximately 6-8 weeks.

The Consumer Fraud Protection System

When the Resource Utilization System was being developed by the Consumer Fraud Protection Branch, Mr. Grant Heron of Planning and Coordination was working closely with the proceedings. As a result, the developed system meets most, if not all, of the main requirements across the bureau. A great deal of foresight went into the system to ensure that most references in the program dealing with a specific branch were table driven. This means that any unique references to the Consumer Fraud Protection Branch can be changed to include any other branch with only minor modifications. The system should be implemented initially in headquarters only. Most of these areas look forward to a time recording system which ensure a relative amount of success.

Keypunching Initially

The recommended method of capturing the time is by keypunching the input documents. This method should be used until the laboratory requirements are stated and then the data capture method should be evaluated again. The main reasons for choosing keypunching over optical readers are flexibility, control, and less development costs. The ease of filling out one form versus another, has not been considered.

Flexibility and control have been stated as advantages in the Data Capture Function described in Section 7. With key-punching there is no need to develop software required to manipulate data from an optical reader into a format suited for the existing system. Time should be recorded to the nearest ¼ hour. This will give most areas an acceptable level of accuracy.

Word Processing

The recommended type of input is Input Type 3 with weekly submission of the forms (see Appendix B). Not only is this method the least expensive, but when used in conjunction with a word processor it is the most flexible.

It is anticipated that the most time will be recorded against the activities that are easiest to record time against. Examples with the Fraud System show that more time is captured against on-going work than anticipated because the design of the form makes it the easier area to record time against.

As stated in the Data Capture function described in Section 7, each employee will have his or her own list of on-going functions and special projects. Some of the employees within Consumer Fraud are already doing this with the existing system for special projects.

For a list of development activities and associated schedules, see Appendix E.

Central Clerk

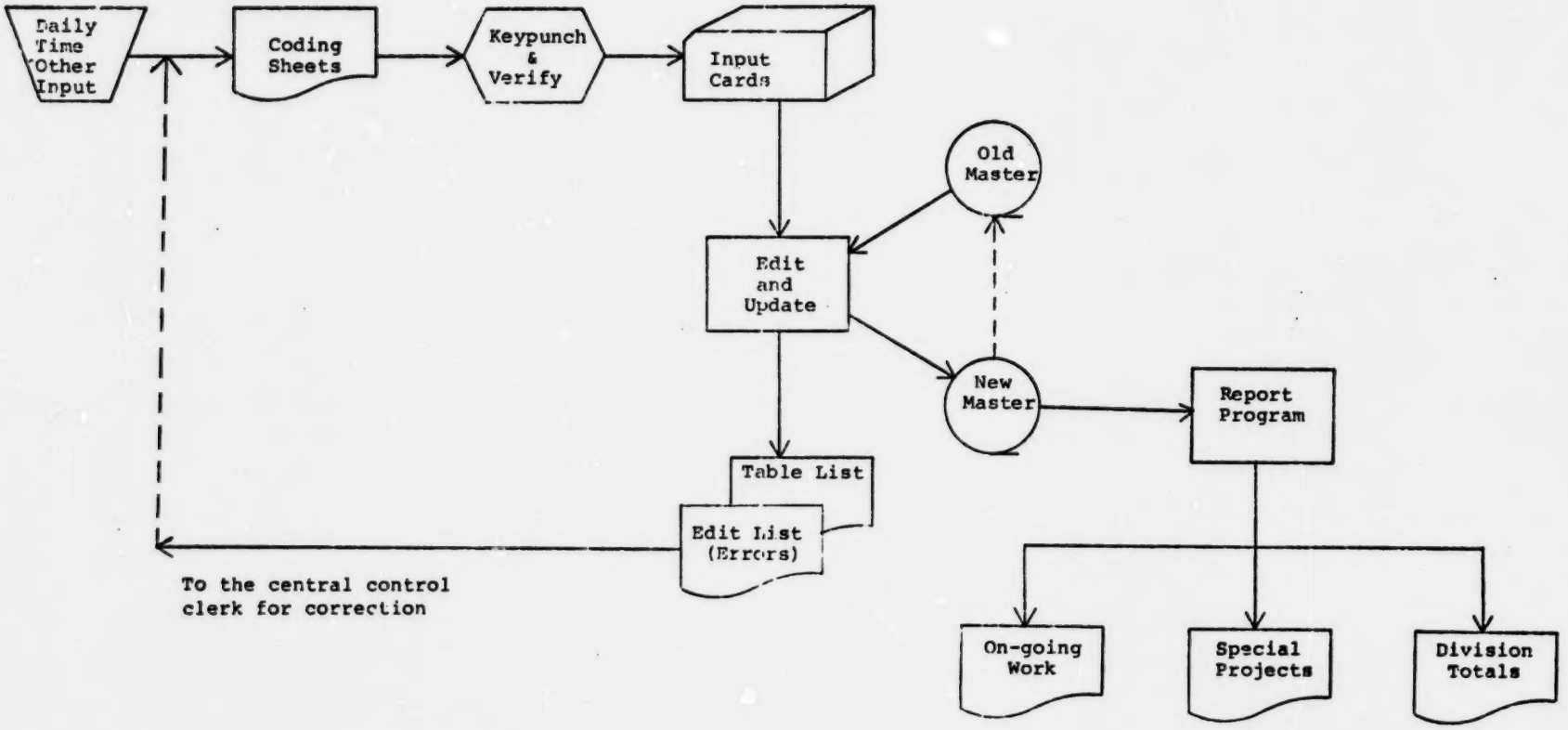
A central clerk must be designated to control the manual interfaces for the smooth operation of the system. This clerk, probably from Planning and Coordination will coordinate and control the following operations:

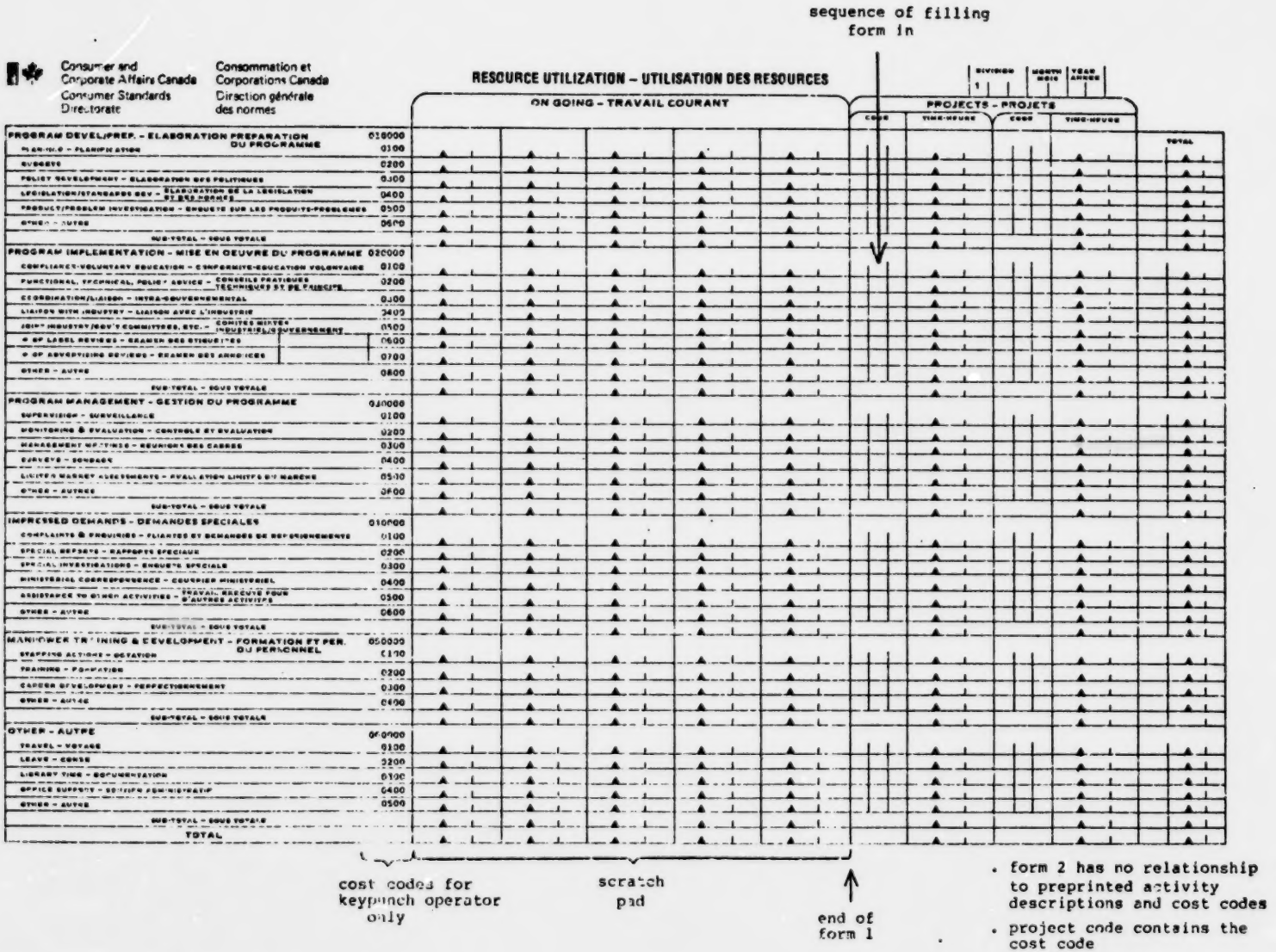
- receiving of timesheets
- batching of timesheets
- forward timesheets to ISB
- check and audit edit reports
- make necessary corrections to input errors
- receive and distribute all reports

APPENDIX A

Resource Utilization System Developed by Consumer Fraud Protection Branch

SYSTEM FLOWCHART




sequence of filling form in
Consumer and Corporate Affairs Canada
Consumer Standards Directorate
Consommation et Corporations Canada
Direction générale des normes
RESOURCE UTILIZATION – UTILISATION DES RESOURCES
ON GOING – TRAVAIL COURANT
PROJECTS – PROJETS
DIVISION
MONTH MOIS
YEAR ANNÉE
COST
TIME-HEURE
TOTAL
PROGRAM DEVEL./PREP. – ELABORATION PREPARATION DU PROGRAMME 010000
PLANNING – PLANIFICATION 0100
BUDGETS 0200
POLICY DEVELOPMENT – ELABORATION DES POLITIQUES 0300
LEGISLATION/STANDARDS DEV. – ELABORATION DE LA LEGISLATION ET DES NORMES 0400
PRODUCT/PROBLEM INVESTIGATION – ENQUETE SUR LES PRODUITS-PROBLEMES 0500
OTHER – AUTRE 0600
SUB-TOTAL – SOUS TOTALE
PROGRAM IMPLEMENTATION – MISE EN OEUVRE DU PROGRAMME 020000
COMPLIANCE-VOLUNTARY EDUCATION – CONFORMITE-EDUCATION VOLONTAIRE 0100
FUNCTIONAL, TECHNICAL, POLICY ADVICE – CONSEILS PRATIQUES TECHNIQUES ET DE POLITIQUE 0200
COORDINATION/LIAISON – INTRA-GOUVERNEMENTAL 0300
LIAISON WITH INDUSTRY – LIAISON AVEC L'INDUSTRIE 0400
JOINT INDUSTRY/GOV'T COMMITTEES, ETC. – COMITES MIXTES INDUSTRIE/GOUVERNEMENT 0500
OF LABEL REVIEWS – EXAMEN DES ETIQUETTES 0600
OF ADVERTISING REVIEWS – EXAMEN DES ANNONCES 0700
OTHER – AUTRE 0800
SUB-TOTAL – SOUS TOTALE
PROGRAM MANAGEMENT – GESTION DU PROGRAMME 030000
SUPERVISION – SURVEILLANCE 0100
MONITORING & EVALUATION – CONTROLE ET EVALUATION 0200
MANAGEMENT MEETINGS – REUNIONS DES CADRES 0300
SURVEYS – SONDAGES 0400
LIMITED MARKET ASSESSMENTS – EVALUATION LIMITEE DU MARCHE 0500
OTHER – AUTRES 0600
SUB-TOTAL – SOUS TOTALE
UNFORESEEN DEMANDS – DEMANDES SPECIALES 040000
COMPLAINTS & ENQUIRIES – PLAINTES ET DEMANDES DE RENSEIGNEMENTS 0100
SPECIAL REPORTS – RAPPORTS SPECIAUX 0200
SPECIAL INVESTIGATIONS – ENQUETE SPECIALE 0300
MINISTERIAL CORRESPONDENCE – COURRIER MINISTERIEL 0400
ASSISTANCE TO OTHER ACTIVITIES – TRAVAIL EXECUTE POUR D'AUTRES ACTIVITES 0500
OTHER – AUTRE 0600
SUB-TOTAL – SOUS TOTALE
MANPOWER TRAINING & DEVELOPMENT – FORMATION ET PERF. DU PERSONNEL 050000
STAFFING ACTIONS – NOMINATION 0100
TRAINING – FORMATION 0200
CAREER DEVELOPMENT – PERFECTIONNEMENT 0300
OTHER – AUTRE 0400
SUB-TOTAL – SOUS TOTALE
OTHER – AUTRE 060000
TRAVEL – VOYAGE 0100
LEAVE – CONGE 0200
LIBRARY TIME – DOCUMENTATION 0300
OFFICE SUPPORT – SOUTIEN ADMINISTRATIF 0400
OTHER – AUTRE 0500
SUB-TOTAL – SOUS TOTALE
TOTAL
cost codes for keypunch operator only
scratch pad
end of form 1
. form 2 has no relationship to preprinted activity descriptions and cost codes
. project code contains the cost code

Consumer and Corporate Affairs Canada | Consommation et Corporations Canada

CONSUMER FRAUD PROTECTION – PROJECT SHEET
REPRESSION DES FRAUDES - CONSOMMATION – FEUILLES DE PROJET

Y-A | M

☐ COMPLETED / COMPLETÉE

Title - Titre

Commercial | Management / Administratif

RESOURCES
O + M Costs - Frais E + E
M/Days - Journées hommes

PROJECT CODE: / CODE DU PROJET

Priority / Priorité

Project officer / Agent de projet

Participants / Participants

Authorization / Autorisation

Objectives & Justification (eg. reference to Work Plan)
Objectifs et Justification (ne référer au plan de travail)

COMMENTS (as required)/Final Assessment
OBSERVATIONS (s'il y a lieu)/Evaluation définitive

Milestones / Etapes	Completion dates / Dates d'exécution — Fiscal year / Exercice financier 1978-79												TOTAL
	A 04	M 05	J 06	J 07	A 08	S 09	N 10	D 11	D 12	J 01	F 02	M 03	
Total Planned Dollars Cumulative / Montant total d'argent prévu cumulatif													
Actual Dollars Cumulative to Date / Montant d'absent dépense cumulatif													
Total Planned M/D Cumulative / Nombre total de J-H prévues cumulatifs													
Actual M/D Cumulative to Date / Nombre de J.-A. cumulatif													
Signature Project Officer / Signature de l'argent de projet													
Signature of Chief / Signature du chef													

PROGRESS CONTROL / EXAMEN DES CONTRÔLE

RESOURCE REVIEW CONTROL / RESSOURCES PROVISOIRE

CCA 1652

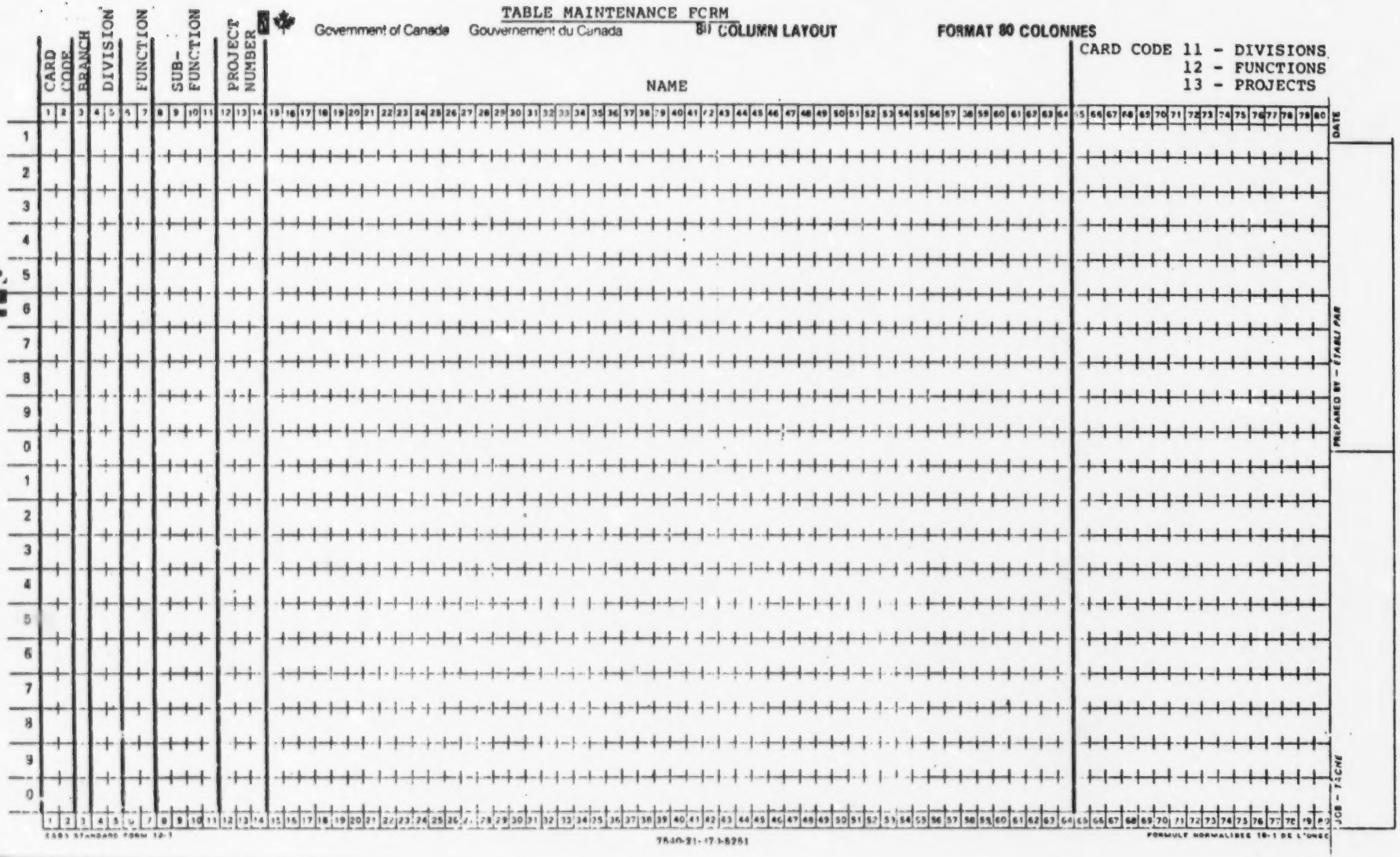


TABLE MAINTENANCE FORM
Government of Canada
Gouvernement du Canada
81 COLUMN LAYOUT
FORMAT 80 COLONNES
CARD CODE 11 - DIVISIONS
12 - FUNCTIONS
13 - PROJECTS
CARD CODE
BRANCH
DIVISION
FUNCTION
SUB-FUNCTION
PROJECT NUMBER
NAME
DATE
PREPARED BY — ÉTABLI PAR
JOB - TÂCHE
7540-21-171-5251
FORMULE NORMALISÉE 10-1 DE L'UNEC

PROGRAM: AT4E01

LIE UTILIZATION EDIT REPORT FOR THE MONTH OF APRIL

CARD TYP	BRANCH	DIV	FUNC TYP	SUB FUNCTION	PROJ #	PROCESS DATE	TIME / DOLLARS BUDGET	EXPENSES	COMPLETION DATE	ERROR MESSAGE
21	1	01	02	0500		78/04	50			TIME REPORTED NOT NUMERIC
21	1	01	02	0503		78/04	100	002		TIME REPORTED NOT NUMERIC
23	1	01	00	0001	023	78/04	03000			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	00	0200	100	77/08	00050			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	00	0300	300	77/08	00215			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	00	0400	400	77/08	00775			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	00	0900	690	77/09	00675			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	00	0400	800	77/08	00150			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	01	03	0500	520	78/04	225			TIME REPORTED NOT NUMERIC
22	1	02	01	0003	51	78/03			79/03	INVALID PROJECT #
22	1	02	01	0103	119	78/09			79/02	INVALID PROJECT #
23	1	03	00	0100	059	78/06	00030			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
23	1	03	00	0101	110	78/08	03100			INVALID FUNCTION INVALID SUB-FUNCTION INVALID PROJECT #
22	1	03	01	0100	05	78/08			79/12	INVALID SUB-FUNCTION

PROGRAM: AZ404

TABLE LIST FOR THE STATE OF : ARIZ

DIV CODE	TABLE TITLES
	EXISTS
01	FOOD
02	APPAREL
03	PRODUCTS
04	TEXTILES
05	ACTIVITIES & EVALUATIONS

PROGRAM: ATOMIC

TABLE LIST FOR THE MONTH OF : APRIL

--CODE--	TABLE TITLES
010000	PROGRAM DEVELOPMENT
010100	PLANNING
010200	BUDGETS
010300	POLICY DEVEL
010400	LEGISLATION/STANDARD DEVEL
010500	PROJECT/PROBLEM INVESTIGATION
010600	OTHER
020000	PROGRAM IMPLEMENTATION
020100	COMPLIANCE-VOLUNTARY EDUCATION
020200	FUNCTIONAL,TECHNICAL,POLICY ADVICE
020300	CONSULT/LIAISON WITH OTHERS GOVT,AGEN,DIV,BUS,ETC
020400	LIAISON WITH FOREIGN
020500	JOINT INDUSTRY/GOVT COMMITTEES,ETC
020600	LABEL REVIEWS
020700	ADVERTISING REVIEWS
020800	OTHER
030000	PROGRAM MANAGEMENT
030100	SUPERVISION
030200	MONITORING & EVALUATION
030300	MANAGEMENT OPTIONS
030400	SURVEYS
030500	FOIA
030600	OTHER
040000	EXPRESSED CONCERNS
040100	COMPLAINTS OF VIOLATIONS

PROGRAM: A72F01 CONSUMER FRAUD PROTECTION DIVISION
TABLE LIST FOR THE MONTH OF : APRIL

DIV	FOR CITATION	PROJ	CONTACTS	ACTIONS
01	010000	001	POWR PLAN 1979/80	
01	010000	002	DEVEL OF HD FDRL PLAN=1979/80	
01	010000	004	EVALUATION OF FIFTH FDRL PL=1979/80	
01	010000	005	ZERO BASE BUDGET=1979/80	
01	010300	040	POLICY=DOU FDUC BLACK FILL	
01	010300	041	POLICY=MINCEP STUDY=CONTROVERSIAL CLAIMS FOR FOOD	
01	010300	042	POLICY=DUISIONS & FAT TOLERANCES IN CHEESES	
01	010300	043	POLICY=THERAPEUTIC FOOD CLAIMS	
01	010300	044	POLICY="SELF-EVIDENT" FOOD CONTAINERS	
01	010400	040	LEGIS=RT=REDUCING PRODS	
01	010400	041	LEGIS=CHEESE-LIKE PRODS	
01	010400	042	LEGIS=SIM CHEE =FATS,DISHWSHNL PRODS	
01	010400	043	LEGIS=FLAVORS & SPICES	
01	010400	044	LEGIS=DRAINED WT	
01	010400	045	LEGIS=FAT=MODIFIED OILS	
01	010400	046	LEGIS=DIV 24	
01	010400	047	LEGIS=DUP LIFE DATE	
01	010400	048	LEGIS=CHEESE DEF=IN SCALLOPS	
01	010400	049	LEGIS=TEMP DEFS=SIZE & TRAYS	
01	010400	050	LEGIS=LABEL OF SHIPPING CONTAINERS	
01	010400	051	LEGIS=MFG STANDARDS CHEESE	
01	010400	052	LEGIS=FUTURE CASES OF FATS & OILS	
01	010400	053	LEGIS=ALLOW CLASSIFIED SEC PRICE=LESS THAN 50Z FAT 2#	
01	010400	054	LEGIS=STORE DATE IDENTIFICATION PROGRAM	
01	010400	055	LEGIS=CLARIFY & DEFINE FROZEN CONCENTRATES	
01	010400	056	LEGIS=CLARIFY OR MODIFY=MFG DATE LAWS	

RUN DATE: 08 MAY 1978

PROGRAM: A7AR01
DIVISION = AGRICULTURE

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS
CONSUMER FRAUD PROTECTION BRANCH
TIME UTILIZATION REPORT FOR THE MONTH OF APRIL
=ON GOING WORK=

FUNCTION NAME	SPENT	YTD	# OF REVIEWS THIS MONTH	# OF REVIEWS YTD
PROGRAM DEVEL/PREPARATION				
PLANNING	1.50	1.50		
POLICY DEVEL	.17	.17		
LEGISLATION/STANDARD DEVEL	4.80	4.80		
OTHER	1.07	1.07		
FUNCTION TOTAL	7.54	7.54		
PROGRAM IMPLEMENTATION				
FUNCTIONAL,TECHNICAL,POLICY ADVICE	4.53	4.53		
FUNCTION TOTAL	4.53	4.53		
PROGRAM MANAGEMENT				
MANAGEMENT MEETINGS	.63	.63		
SURVEYS	.60	.60		
OTHER	.67	.67		
FUNCTION TOTAL	1.90	1.90		
IMPRESSED DEMANDS				
SPECIAL REPORTS	1.20	1.20		
MINISTERIAL CORRESPONDENCE	.57	.57		
ASSISTANCE TO OTHER ACTIVITIES	11.43	11.43		
OTHER	.83	.83		
FUNCTION TOTAL	14.03	14.03		
MANPOWER TRAINING & DEVEL				
STAFFING ACTIONS	4.00	4.00		
TRAINING	.83	.83		
CAREER DEVEL	1.97	1.97		
FUNCTION TOTAL	6.80	6.80		
OTHER				
LEAVE	2.80	2.80		
LIBRARY TIME	.67	.67		
OFFICE SUPPORT	12.50	12.50		

FUNCTION NAME	TIME SPENT THIS MONTH	TIME SPENT YTD	# OF REVIEWS THIS MONTH	# OF REVIEWS YTD
OTHER				
OTHER	.20	.20		
FUNCTION TOTAL	16.07	16.07		
DIVISION TOTAL	50.87	50.87		

FUNCTION NAME	SPENT - YTD	BUDGET	EXPENSES - CURRENT	EXPENSES - YTD
PROGRAM DEVEL/PREPARATION				
WORK PLAN 1979/80		1,000.00		
DEVEL OF HQ IMPL PLAN-1979/80				
EVALUATION OF FIELD IMPL PLAN-1979/80				
79/80 BASE BUDGET-1979/80				
SUB-FUNCTION TOTAL		1,000.00		
POLICY DEVEL				
POLICY - FOOD INSPECTION TASK FORCE				
POLICY - AGREEMENT WITH AGRI CAN RE: ADM CPXL				
SUB-FUNCTION TOTAL				
LEGISLATION/STANDARD DEVEL				
LEGIS-COUNTRY OF ORIGIN-BLENDED WINES	.30	.30		
LEGIS - GRADE NOMENCLATURE	1.17	1.17		
LEGIS - FRUIT & VEG GRADE STANDARDS				
LEGIS - EGG REGS - RETAIL STOR TEMPS & HAN PRACS				
SUB-FUNCTION TOTAL	1.47	1.47		
FUNCTION TOTAL	1.47	1.47	1,000.00	
PROGRAM IMPLEMENTATION				
COMPLIANCE-VOLUNTARY EDUCATION				
COMPLIANCE - VOL ED - PREP OF MATERIALS FOR TRADS			1,050.00	
SUB-FUNCTION TOTAL			1,050.00	
FUNCTIONAL,TECHNICAL,POLICY ADVICE				
FUNC, TECH, POLICY AD - AGRI SPECIALIST CONF				
SUB-FUNCTION TOTAL				
FUNCTION TOTAL			1,050.00	
PROGRAM MANAGEMENT				
MONITORING & EVALUATION				
MON & EVALUATION - FIELD IMPLE PLAN - 1978/79				
MON & EVALUATION - HQ IMPLE PLAN - 1978/79				
SUB-FUNCTION TOTAL				
SURVEYS				
SURVEY -AGRICULTURE	3.10	3.10		
SUB-FUNCTION TOTAL	3.10	3.10		
LMA				
LMA - AGRI PRODUCTS	1.80	1.80		

FUNCTION NAME	TIME SPENT - CURRENT	TIME SPENT - YTD	BUDGET EXPENSES - CURRENT	BUDGET EXPENSES - YTD
PROGRAM MANAGEMENT				
LMA				
LMA - AGRI PRODS LAB PROGRAM	3.77	3.77	4,950.00	
SUB-FUNCTION TOTAL	5.57	5.57	4,950.00	
FUNCTION TOTAL	8.67	8.67	4,950.00	
DIVISION TOTAL	10.14	10.14	7,000.00	

UN DATE: 08 MAY 1978 — DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS — PAGE 001

ROGRAM: A74R01
IVISION -

CONSUMER FRAUD PROTECTION BRANCH
TIME UTILIZATION REPORT FOR THE MONTH OF APRIL
T O T A L S -

- - - DIVISION NAME - --		TIME SPENT CURRENT	TIME SPENT YTD	NO. OF REVIEWS MONTHLY	NO. OF REVIEWS YTD	BUDGET	EXPENSES CURRENT	EXPENSES YTD
OOD	ON-GOING	190.82	190.82	2	2			
	PROJECTS	9.10	9.10			21,720.00		
GRICULTURE	ON-GOING	56.87	56.87					
	PROJECTS	10.14	10.14			7,000.00		
RODUCTS	ON-GOING	64.72	64.72					
	PROJECTS	.15	.15			35,730.00		
EXTILES	ON-GOING	60.92	60.92					
	PROJECTS	26.66	26.66			155,990.00		
RIORITIES & EVALUATIONS	ON-GOING	74.79	74.79					
	PROJECTS	27.16	27.16			18,000.00		

PROGRAM DEVELOPMENT/PREPARATION

SPECIAL PROJECTS
PAGE 1 OF 3

FOOD DIVISION

Work Plan 1979/80	001
Development of Headquarters Implementation Plan - 1979/80	002
Evaluation of Field Implementation Plan - 1979/80	004
Zero Base Budget - 1979/80	005
Policy - Non Functional Slack Fill	040
Policy - Perception Study-Controversial Claims for Foods	041
Policy - Moisture and Fat Tolerances in Cheeses	042
Policy - Therapeutic Food Claims	043
Policy - "See-Through" Food Containers	044
Legislation - Weight-Reducing Programs	080
Legislation - Cheese-Like Products	081
Legislation - Simulated & Extended Meat, Fish & Poultry Products	082
Legislation - Flavours & Spices	083
Legislation - Drained Weight	084
Legislation - Fat-Modified Diets	085
Legislation - Division 24	086
Legislation - Durable Life Date	087
Legislation - Water Gain in Scallops	088
Legislation - Temperature Regulations - Storage & Transportation	089
Legislation - Labelling of Shipping Containers	090
Legislation - Declaration of Food Colours	091
Legislation - Common Names of Fats & Oils	092
Legislation - Allowable Claims - Food Products - less than 50% Calorie Reduction	093
Legislation - Ingredient Declaration in Brown Sugar	094
Legislation - Labelling of Liqueur Filled Chocolates	095
Legislation - Country of Origin - blended wines	096
Legislation - Labelling of Food Supplements	097
Legislation - Codex Alimentarius	098

AGRICULTURE DIVISION

Work Plan - 1979/80	001
Development of Headquarters Implementation Plan - 1979/80	002
Evaluation of Field Implementation Plan - 1979/80	004
Zero Base Budget - 1979/80	005
Policy - Food Inspection Task Force	051
Policy - Agreement with Agriculture Canada Re: Administration CP&L	052
Legislation - CAPS Regulations & CP&L Regulations	110
Legislation - Grade Nomenclature	111
Legislation - Fruit & Vegetable Grade Standards	112
Legislation - Egg Regulations - Retail Storage Temperatures & Handling Practices	113

PRODUCTS DIVISION

Work Plan - 1979/80	001
Development of Headquarters Implementation Plan - 1979/80	002
Development of Field Implementation Plan - 1979/80	003
Evaluation of Field Implementation Plan - 1979/80	004
Zero Base Budget - 1979/80	005
Policy - Bilingual Labelling - Low Volume Products	061
Policy - Made in Canada	062
Policy - Glass Container Problem	063
Policy - Criteria Slackfill/Deceptive Packaging	064
Policy - Tolerance - Develop Standard Test Procedures	065
Policy - Paint Problem	066
Policy - Precious Metals Tolerances	067
Policy - New National mark	068
Policy - Health & Welfare - Cosmetics	069
Legislation - Bidimensional Products	120
Legislation - Labelling of Kits	121

Product/Problem Investigation - Plastic Garbage & Freezer Bags	140
Product/Problem Investigation - AntiFreeze	141
Product/Problem Investigation - Windshield Washer Antifreeze	142
Product/Problem Investigation - Dry Cell Batteries	143
Product/Problem Investigation - Recording Tapes	144
Product/Problem Investigation - Cigarette Claims	145
Product/Problem Investigation - Teflon Problem	146
Product/Problem Investigation - Silicone Problem	147

XTILES DIVISION

Work Plan - 1979/80	001
Development of Headquarters Implementation Plan - 1979/80	002
Evaluation of Field Implementation Plan	004
Zero Base Budget - 1979/80	005
Legislation - CSS Amendment	130
Legislation - Tolerance Amendment	131
Legislation - Down Amendment	132
Legislation - Ornamentation Amendment	133
Legislation - Handicraft Amendment	134
Legislation - Comparative Analysis - U.S. & Canadian Regulations	135

PRIORITIES & EVALUATION DIVISION

Work Plan - 1979/80	001
Development of Headquarters Implementation Plan - 1979/80	002
Evaluation of Field Implementation Plan - 1979/80	003
Zero Base Budget - 1979/80	005
Product-Problem Investigation - C.F.P. Product Classes	150

PROGRAM IMPLEMENTATION

FOOD DIVISION

Compliance - Voluntary Education - Food Guidelines for Advertisers	200
Functional, Technical, Policy Advice - Enforcement of Brandy Standard	230
Functional, Technical, Policy Advice - Food Specialist Conference	231

RICULTURE DIVISION

Compliance - Voluntary Education - Preparation of Materials for Traders	210
Functional, Technical, Policy Advice - Agriculture Specialist Conference.	240

PRODUCTS DIVISION

Functional, Technical, Policy Advice - Trade Mark Index	246
Functional, Technical, Policy Advice - Field Equipment	247
Functional, Technical, Policy Advice - C.P.L. Specialist Conference	248
Functional, Technical, Policy Advice - P.M.M. Specialist Conference	249
Co-Ordination/Liaison with other Gov't. Agencies, etc.- Customs Surveillance Program	260
Liaison with Industry - General Guidelines P.M.M. Industry.	290

TEXTILES DIVISION

Functional, Technical, Policy Advice - Textile Specialist Conference	254

PROGRAM MANAGEMENT

FOOD DIVISION

Monitoring & Evaluation - Field Implementation Plan - 1978/79	430
Monitoring & Evaluation - Headquarters Implementation Plan - 1978/79	431
Limited Market Assessment - Food Laboratory Program	520
Survey - Food - Labelling	490
Survey - Food - Advertising	491

AGRICULTURE DIVISION

Monitoring & Evaluation - Field Implementaion Plan - 1978/79	438
Monitoring & Evaluation - Headquarters Implementation Plan - 1978/79	439
Limited Market Assessment - Agricultural Products	530
Limited Market Assessment - Agricultural Products Laboratory Program	531
Survey - Agriculture	500

PRODUCTS DIVISION

Monitoring & Evaluation - Field Implementation Plan - 1978/79	444
Monitoring & Evaluation - Headquarters Implementation Plan - 1978/79	445
Limited Market Assessment - P.M.M. Laboratory Program	538
Survey - PMM Articles	506
Survey - CPL (Labelling) (Nt. Quantity)	507
Survey - Furs (Labelling) (Advertising)	508

TEXTILES DIVISION

Monitoring & Evaluation - Field Implementation Plan - 1978/79	449
Monitoring & Evaluation - Headquarters Implementation Plan - 1978/79	450
Limited Market Assessment - Textile Laboratory Program - Retail	543
Limited Market Assessment - Textile Laboratory Program - Manufacturing & Import	544
Survey - Textile Labelling	512

PRIORITIES & EVALUATION DIVISION

Monitoring & Evaluation - Field Implementation Plan - 1978/79	455
Monitoring & Evaluation - Headquarters Implementation Plan 1978/79	456
C.F.P. - MIS - Headquarters	459
Surveys - C.F.P.	516

MANPOWER TRAINING & DEVELOPMENT

PRODUCTS DIVISION

Training - (Language)	630
Training - P.M.M. Manual	631
Training - Fur Manual	632

APPENDIX B

Data Capture Forms

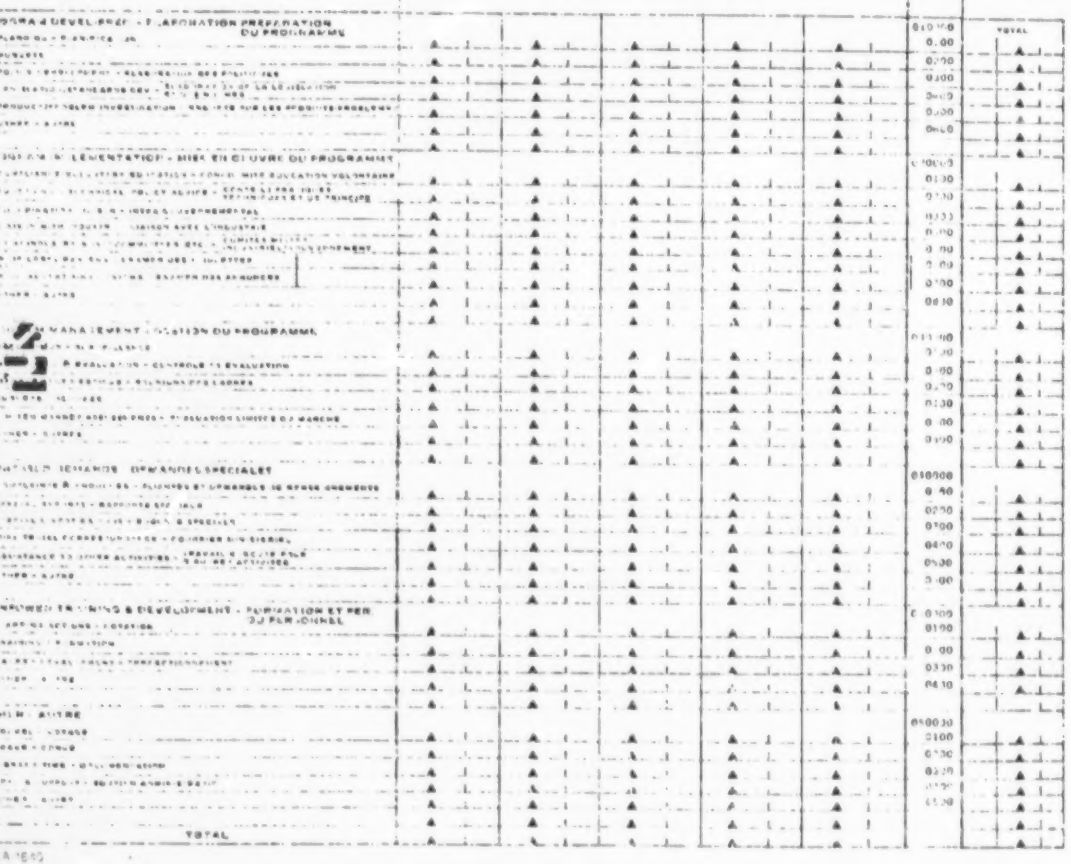
INPUT TYPE 1

Consumer and Corporate Affairs Canada
Consumer Standards
Date issued

Consommation et Corporations Canada
Direction générale des normes

RESOURCE UTILIZATION -- UTILISATION DES RESOURCES

ON GOING - TRAVAIL COURANT

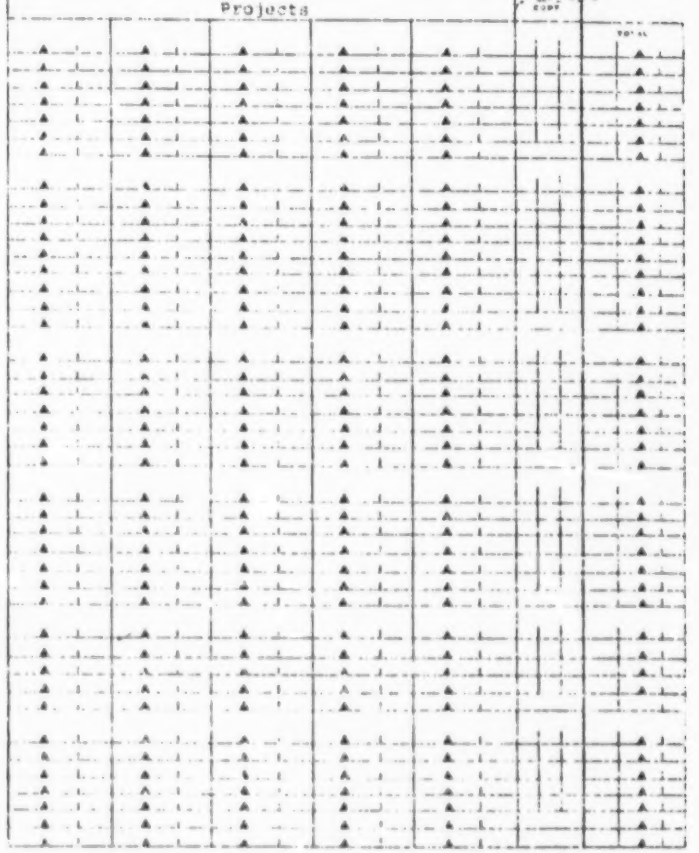


FORM 1

RESOURCE UTILIZATION – UTILISATION DES RESOURCES

Projects

Project



FORM 2

Note: Form 2 has no relationship to preprinted activity descriptions and cost element codes on Form 1

INPUT TYPE 2

Consumer and Corporate Affairs Canada
Consumer Standards Directorate

Consommation et Corporations Canada
Direction générale des normes

RESOURCE UTILIZATION – UTILISATION DES RESOURCES

RESOURCE UTILIZATION – UTILISATION DES RESOURCES

ON GOING – TRAVAIL COURANT

PROJECT

PROJECTS

PROGRAM DEVELOPMENT - ELABORATION DU PROGRAMME	010000											
PLANNING - PLANIFICATION	0100											
RESEARCH	0200											
POLICY DEVELOPMENT - ELABORATION DES POLITIQUES	0300											
LEGISLATION/STANDARDS DEV - ELABORATION DE LA LEGISLATION ET DES NORMES	0400											
PROJECTS/PROBLEM INVESTIGATION - ENQUETE SUR LES PROJETS/PROBLEMES	0500											
OTHER - AUTRE	0600											
PROGRAM IMPLEMENTATION - MISE EN OEUVRE DU PROGRAMME	020000											
COMPLIANCE VOLUNTARY EDUCATION - CONFORMITE EDUCATION VOLONTAIRE	0100											
PUBLIC INFO TECHNICAL POLICY ADVICE - CONSEILS PRATIQUES TECHNIQUES ET DE PRINCIPE	0200											
COORDINATION/LIAISON - INTER GOUVERNEMENTAL	0300											
LIAISON INDUSTRY - LIAISON AVEC L'INDUSTRIE	0400											
INTRODUCTION TECHNIQUES, ETC. - INTRODUCTION TECHNIQUES ETC.	0500											
USE OF LABEL DEVICES - USAGES DES ETIQUETTES	0600											
USE OF DIRECTIVE BODIES - USAGES DES AGENCES	0700											
OTHER - AUTRE	0800											
PROGRAM MANAGEMENT - GESTION DU PROGRAMME	030000											
SUPERVISION - SURVEILLANCE	0100											
REVIEW & EVALUATION - CONTROLE ET EVALUATION	0200											
MANAGEMENT MEETINGS - REUNIONS DES CADRES	0300											
SURVEYS - SONDAGE	0400											
USE OF MARKET ASSESSMENTS - EVALUATION LIMITES DU MARCHE	0500											
OTHER - AUTRE	0600											
UNPROCESSED DEMANDS - DEMANDES SPECIALES	040000											
COMPLAINTS & ENQUIRIES - PLAINTES ET DEMANDES DE RENSEIGNEMENTS	0100											
SPECIAL REPORTS - RAPPORTS SPECIAUX	0200											
SPECIAL INVESTIGATIONS - ENQUETE SPECIALE	0300											
HIGH SPECIAL ELOQUENCE/CONFERENCE - GROUPE DE DISCUSSION	0400											
USE TECHNIQUE OTHER ACTIVITIES - TRAVAUX SPECIFIQUES POUR D'AUTRES ACTIVITES	0500											
OTHER - AUTRE	0600											
MANPOWER TRAINING & DEVELOPMENT - FORMATION ET PERFECTIONNEMENT DU PERSONNEL	050000											
STAFFING ACTIVITIES - ROTATION	0100											
TRAINING - FORMATION	0200											
CAREER DEVELOPMENT - PROMOTIONNEMENT	0300											
OTHER - AUTRE	0400											
OTHER - AUTRE	060000											
TRAVEL - VOYAGE	0100											
LEAVE - CONGE	0200											
SECRETARIAL - DOCUMENTATION	0300											
OFFICE SUPPORT - SOUTIEN ADMINISTRATIF	0400											
OTHER - AUTRE	0500											
TOTAL												

CCA 1640

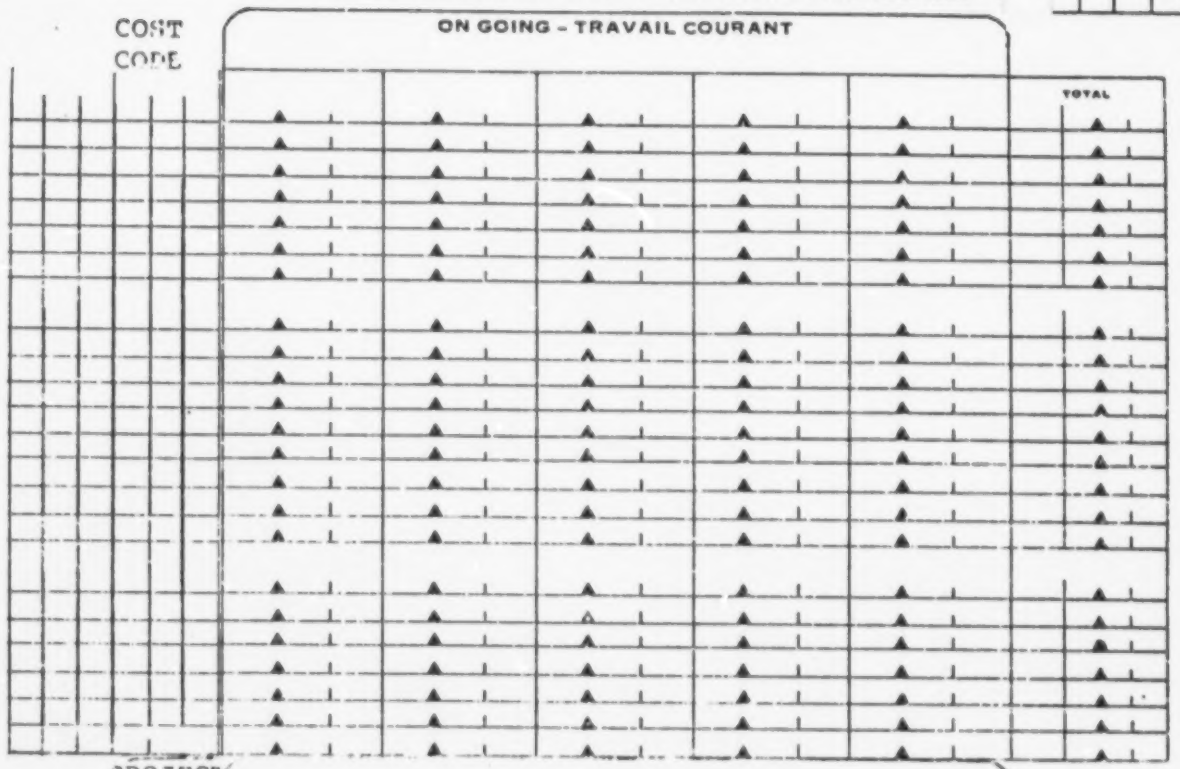
FORM 1

FORM 2

Note: Form 2 has no relationship to preprinted activity descriptions and cost element codes on Form 1.

INPUT TYPE 3

RESOURCE UTILIZATION – UTILISATION DES RESOURCES



ON-GOING

PROGRAM DEVEL

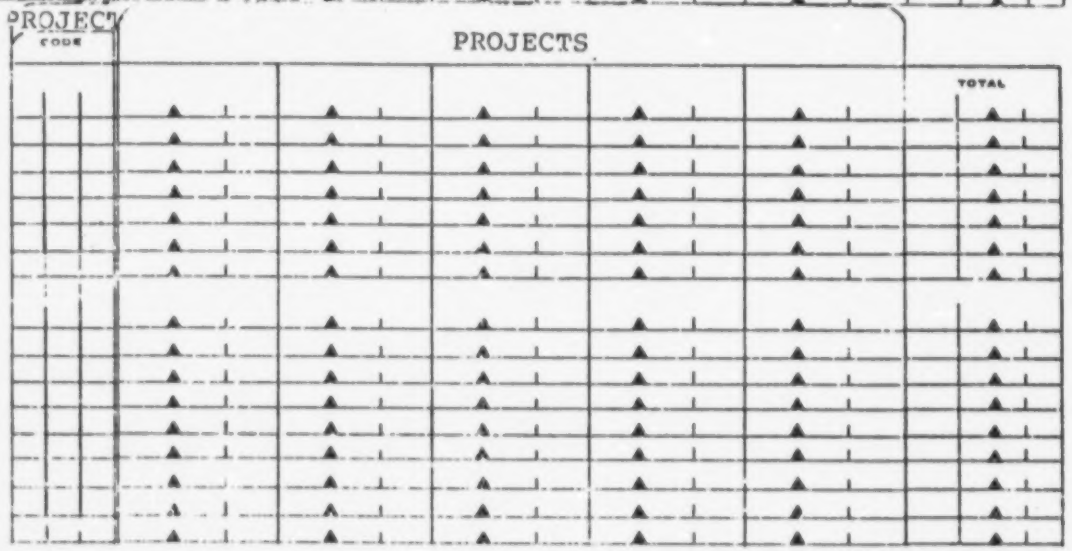
PLANNING	010100
POLICY DEVEL	010200
LEGISLATION	010300
INVESTIGATION	010500

PROGRAM IMP

COORDINATION	020300
LIAISON	020400

IMPRESSED DEMANDS

COMPLAINTS	040100
SPECIAL REPORTS	040200
ASSISTANCE	040500



PROJECT

PROGRAM DEVEL

WORK PLAN 1979/80	001
POLICY	040
LEGISLATION	098

MANPOWER TRAINING

LANGUAGE	630
PMM MANUAL	631

EMPLOYEE NUMBER: 10378

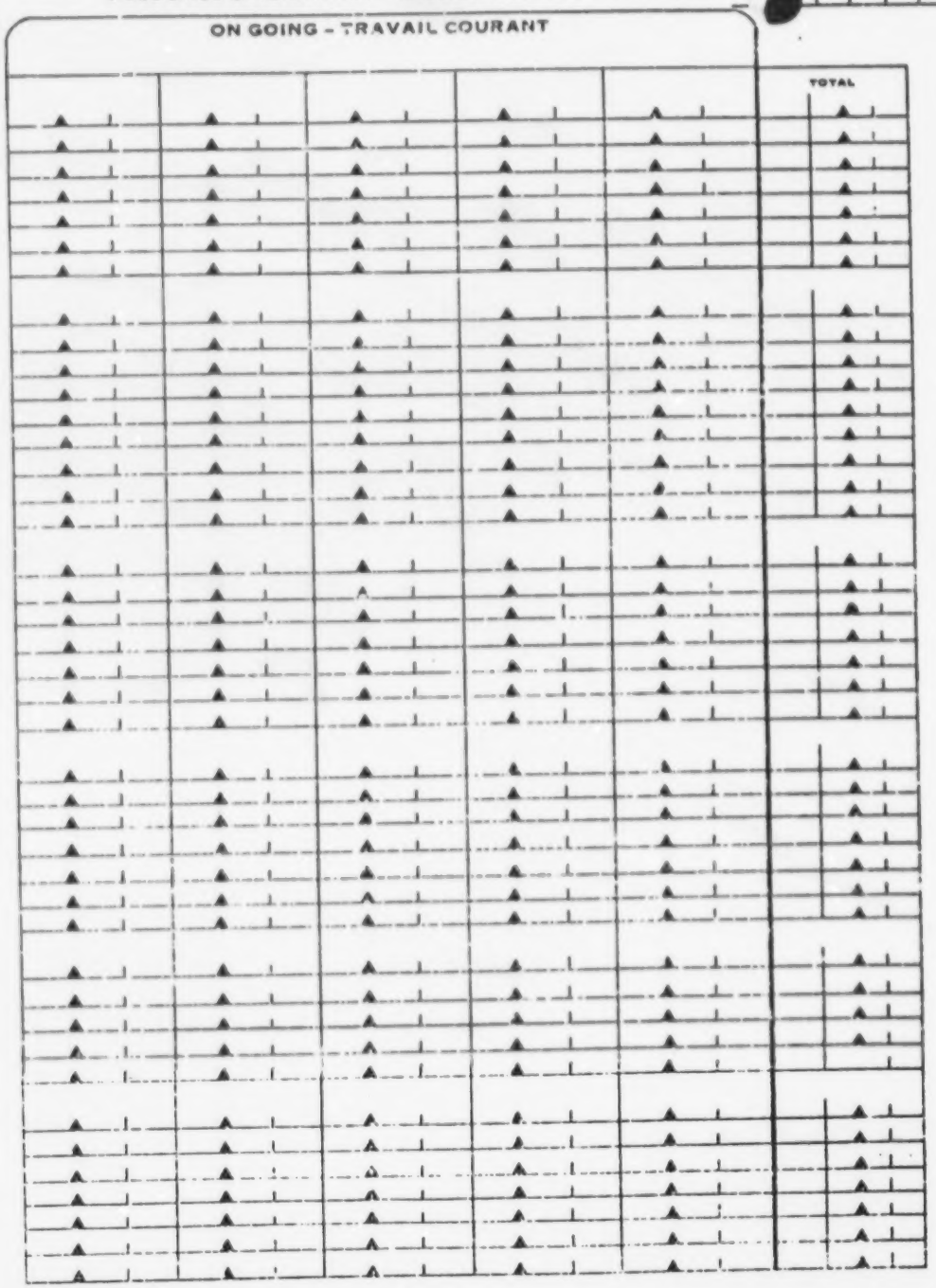
EMPLOYEE NAME: TOM BROWN

INPUT TYPE A

RESOURCE UTILIZATION - UTILISATION DES RESSOURCES

DIVISION | MONTH | DAY / JOUR

	COST CODE	PROJECT CODE
ON-GOING		
PROGRAM DEVEL		
PLANNING	010100	
POLICY DEVEL	010200	
LEGISLATION	010300	
INVESTIGATION	010500	
PROGRAM IMP		
COORDINATION	020300	
LIAISON	020400	
IMPRESSED DEMANDS		
COMPLAINTS	040100	
SPECIAL REPORTS	040200	
ASSISTANCE	040500	
PROJECT		
PROGRAM DEVEL		
WORKPLAN 1979/80	010100	001
POLICY	010200	040
LEGISLATION	010300	098
MANPOWER TRAINING		
LANGUAGE	050200	630
PMM MANUAL	050300	631



EMPLOYEE NUMBER: 10378
EMPLOYEE NAME: TOM BROWN

INPUT TYPE 4.B

	COST CODE	PROJECT CODE										
ON-GOING												
PROGRAM DEVEL												
PLANNING	010100		0	1	2	3	4	5	6	7	15	30	45
POLICY DEVEL	010200		0	1	2	3	4	5	6	7	15	30	45
LEGISLATION	010300		0	1	2	3	4	5	6	7	15	30	45
INVESTIGATION	010500		0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
PROGRAM IMP			0	1	2	3	4	5	6	7	15	30	45
COORDINATION	020300		0	1	2	3	4	5	6	7	15	30	45
LIAISON	020400		0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
IMPRESSED DEMANDS			0	1	2	3	4	5	6	7	15	30	45
COMPLAINTS	040100		0	1	2	3	4	5	6	7	15	30	45
SPECIAL REPORTS	040200		0	1	2	3	4	5	6	7	15	30	45
ASSISTANCE	040500		0	1	2	3	4	5	6	7	15	30	45
PROJECT													
PROGRAM DEVEL			0	1	2	3	4	5	6	7	15	30	45
WORKPLAN 1979/80	010100	001	0	1	2	3	4	5	6	7	15	30	45
POLICY	010200	040	0	1	2	3	4	5	6	7	15	30	45
LEGISLATION	010300	098	0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
			0	1	2	3	4	5	6	7	15	30	45
MANPOWER TRAINING			0	1	2	3	4	5	6	7	15	30	45
LANGUAGE	050200	630	0	1	2	3	4	5	6	7	15	30	45
PMM MANUAL	050300	631	0	1	2	3	4	5	6	7	15	30	45

Preprinted by computer
OCR read

Filled in by employee
OMR read

APPENDIX C

OMR Input Forms

OMR Type 1

~~0~~	1	2	3	4	5	6	7	8	9
0	~~1~~	2	3	4	5	6	7	8	9
0	1	2	~~3~~	4	5	6	7	8	9
0	1	2	3	~~4~~	5	6	7	8	9
0	1	2	3	4	5	6	~~7~~	8	9
0	1	2	3	4	5	6	7	8	~~9~~

Function/Sub-Function
or
Project Code
i.e. 01 34 79

10	20	~~30~~	40	50	60	70			
0	1	2	3	4	5	6	~~7~~	8	9
15	~~30~~	45							

Time
i.e. 37 hours 30 minutes

. 3 occurrences across the form
. 6 rows down the form

. Maximum 18 on-going functions or special projects per form

. Daily or weekly form - if weekly, totals from 5 days work could be transcribed to the form

OMR Type 2

0	1	2	3	4	5	6	7	8	9	MON	0	1	2	3	4	5	6	7	15	30	45
	1	2	3	4	5	6	7	8	9	TUE	0	1	2	3	4	5	6	7	15	30	45
0	1	2	3	4	5	6	7	8	9	WED	0	1	2	3	4	5	6	7	15	30	45
0	1	2	3	4	5	6	7	8	9	THU	0	1	2	3	4	5	6	7	15	30	45
0	1	2	3	4	5	6	7	8	9	FRI	0	1	2	3	4	5	6	7	15	30	45
0	1	2	3	4	5	6	7	8	9												

. 1 occurrence of code and time across the form

. 9 rows down the form

. Maximum of 9 on-going functions or special projects per form

. Coded daily - submitted weekly

Function or project is coded on the left side of the form. Each day that the function or project is worked on the time is recorded against that day.

OMR Type 3 (A) On-Going Work

Function/Sub-Function

PROGRAM DEVEL				
PLANNING	010100	_____		_____
POLICY DEVEL	010200	_____	MARK	_____
LEGISLATION	010300	_____	SENSE	_____
INVESTIGATION	010400	_____		_____
OTHER	010500	_____	CODING	_____
PROGRAM IMP				
COMPLIANCE	020100	_____		_____

0 1 2 3 4 5 6 7 15 30 45 Time

- 1 to 5 occurrences across the form (1 for each day of the week)
- up to 40 rows down the form
- coded daily & submitted daily or coded daily and submitted weekly
- Function/Sub-Function description is attached to OMR form. Only the coded portion is submitted for input

OMR Type 3 (B) Special Projects

Project Code										Time							
0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7
0	1	2	3	4	5	6	7	8	9		15	30	45				
0	1	2	3	4	5	6	7	8	9								

- 1 to 5 occurrences of time across the form (1 for each day of the week)
- up to 10 rows of project codes down the form
- project codes are coded at the beginning of the week
- time is coded daily and submitted either daily or weekly

OMR Type 4 (A) On-Going Work

Function/Sub-Function

PROGRAM DEVEL				
PLANNING	010100	_____		_____
POLICY DEVEL	010200	_____	MARK	_____
LEGISLATION	010300	_____	SENSE	_____
INVESTIGATION	010400	_____		_____
OTHER	010500	_____	CODING	_____
PROGRAM IMP				
COMPLIANCE	020100	_____		_____

10 20 30 40 50 0 1 2 3 4 5 6 7 8 9 15 30 45

- 1 occurrence across the form
- up to 64 row down the form
- code either daily or weekly - weekly code totals only
- Function/Sub-Function description is attached to OMR form. Only the coded portion is submitted for input

OMR Type 4 (B) Special Projects

Project Code										Time													
0	1	2	3	4	5	6	7	8	9														
0	1	2	3	4	5	6	7	8	9	10	20	30	40	50	0	1	2	3	4	5	6	7	8	9	15	30	45
0	1	2	3	4	5	6	7	8	9														

. 1 occurrence across the form
. up to 16 rows down the form
. coded either daily or weekly

APPENDIX D

Keypunching Versus Optical Reading

Keypunching Versus Optical Reading

		Number of Forms	Forms per Month	Keystrokes per Month	Data Capture Costs	Forms Costs	Total per Month
KEYPUNCHING							
(a) Daily Submission							
(i)	Input Type 1	N/A	N/A	N/A	N/A	N/A	N/A
(ii)	Input Type 2	1	5,500	220,000	$528.00	$ 82.50	$610.50
(iii)	Input Type 3	1	5,500	220,000	$528.00	$ 82.50	$610.50
(iv)	Input Type 4	1	5,500	220,000	$528.00	$ 82.50	$610.50
(b) Weekly Submission		1					
(i)	Input Type 1	1	1,250	125,000	$300.00	$ 18.75	$318.75
(ii)	Input Type 2	1	1,250	220,000	$528.00	$ 18.75	$546.75
(iii)	Input Type 3	1	1,250	125,000	$300.00	$ 18.75	$318.75
(iv)	Input Type 4	1	1,250	125,000	$300.00	$ 18.75	$318.75
OPTICAL READING							
(a) Daily Submission							
(i)	OMR Type 1	1	5,500		$ 95.00	$165.00	$260.00
(ii)	OMR Type 2	N/A	N/A		N/A	N/A	N/A
(iii)	OMR Type 3	2	8,800		$128.00	$352.00	$480.00
(iv)	OMR Type 4	2	8,800		$128.00	$352.00	$480.00
(b) Weekly Submission							
(i)	OMR Type 1	2	1,500		$ 55.00	$ 45.00	$100.00
(ii)	OMR Type 2	1	1,875		$ 58.75	$ 56.25	$115.00
(iii)	OMR Type 3	2	2,500		$ 65.00	$100.00	$165.00
(iv)	OMR Type 4	2	2,000		$ 60.00	$ 80.00	$140.00

Cost Variations by Employee Quantities

Totals per Month

	200 Employees	250 Employees	300 Employees
KEYPUNCHING			
(a) Daily Submission			
(i) Input Type 1	N/A	N/A	N/A
(ii) Input Type 2	$488.40	$610.50	$732.60
(iii) Input Type 3	$488.40	$610.50	$732.60
(iv) Input Type 4	$488.40	$610.50	$732.60
(b) Weekly Sumission			
(i) Input Type 1	$255.00	$318.75	$382.50
(ii) Input Type 2	$437.40	$546.75	$656.10
(iii) Input Type 3	$255.00	$318.75	$382.50
(iv) Input Type 4	$255.00	$318.75	$382.50
OPTICAL READING			
(a) Daily Submission			
(i) OMR Type 1	$216.00	$260.00	$304.00
(ii) OMR Type 2	N/A	N/A	N/A
(iii) OMR Type 3	$370.00	$480.00	$590.00
(iv) OMR Type 4	$370.00	$480.00	$590.00
(b) Weekly Submission			
(i) OMR Type 1	$ 90.00	$100.00	$110.00
(ii) OMR Type 2	$ 95.00	$115.00	$125.00
(iii) OMR Type 3	$140.00	$165.00	$190.00
(iv) OMR Type 4	$115.00	$140.00	$165.00

APPENDIX "D" cont'd... This supports the preceeding table

General Assumptions

These costs represent data capture costs only. The use of Input Type 4 would require development and maintenance of a complex sub-system.

To compare keypunching with optical reading potential input forms have been designed. Three types of input forms have been drafted for keypunching purposes and are illustrated in Appendix B. Four types of OMR forms have been drafted for optical reading purposes and are illustrated in Appendix C. These drafts in no way claim to be the best possible forms. Instead they are presented for discussion purposes in the hope that better ideas will come and the optimum solutions will be implemented. The following assumptions have been made for estimating costs and quantities:

1. The number of employees filling in time sheets will be 250 for calculation purposes. Actual maximum is currently 237.

2. Each employee on the average will distribute his time among four different projects or on-going functions each day.

3. Each employee on the average will distribute his time among ten different projects or on-going functions each week.

Keypunching Assumptions

The following assumptions have been made for estimating keypunching costs and quantities:

1. Costs for keypunching and verifying are $2.40 per 1,000 keystrokes or .0024 dollars per stroke.

2. Costs for forms are approximately $15.00 per 1,000 forms or .015 dollars per form.

3. The average number of keystrokes required to capture project or function code plus time is 10.

OMR Assumptions

The following assumptions have been made for estimating OMR costs and quantities:

1. Costs for forms depend on quantities printed. With project data and on-going data combined on one form volumes will be sufficient to print forms for $30.00 per 1,000 forms or .03 dollars per form. With project data and on-going data on separate forms smaller volumes will raise costs to $40.00 per 1,000 forms or .04 dollars per form.

2. Each month approximately 3 runs on the OMR facilities will take place, one original run and two correction runs. The costs are distributed as follows:

   (i) large volume costs are $20.00 per 2,000 sheets or .01 dollars per sheet;

   (ii) minimum $5.00 set-up charge per run;

   (iii) $4.00 per courier run one way.

   Fixed costs for 3 runs:

Courier	$24.00
Set-up	15.00
Corrections	1.00
	$40.00

Keypunching Costs

(a) Daily Sumission

(i) Input Type 1

Not applicable because design of form is for weekly submission only.

(ii) Input Type 2

# employees	x	days per month	=	forms per month
250	x	22	=	5,500

forms per month	x	daily distribution	x	keystrokes per distribution	=	keystrokes per month
5,500	x	4	x	10	=	220,000

keystrokes per month	x	cost per stroke	=	data capture costs
220,000	x	.0024	=	$528.00

# forms	x	cost per form	=	form costs
5,500	x	.015	=	$ 82.50

Variable costs (depending on volume each initial run):

Initial run .01 dollars per sheet

3. When on-going and project work are on separate forms approximately 150 employees will fill in both and 100 employees will fill in one or the other. Therefore, 200 employees will fill in each type of form.

(iii) Input Type 3 and (iv) Input Type 4

Costs are identical to Daily Input Type 2.

(b) Weekly Submissions

(i) Input Type 1

# employees	x	weeks per month	=	forms per month
250	x	5	=	1,250

forms per month	x	weekly distribution	x	keystrokes per distribution	=	keystrokes per month
1,250	x	10	x	10	=	125,000

keystrokes per month	x	cost per stroke	=	data capture costs
125,000	x	.0024	=	$300.00

# forms	x	cost per form	=	form costs
1,250	x	.015	=	$18.75

(ii) Input Type 2

# employees	x	weeks per month	=	forms per month
250	x	5	=	1,250

# employees	x	days per month	x	daily distribution	x	keystrokes per distribution	=	keystrokes per month
250	x	22	x	4	x	10	=	220,000

keystrokes per month	x	cost per stroke	=	data capture costs
220,000	x	.0024	=	$528.00

# forms	x	cost per form	=	form costs
1,250	x	.015	=	$18.75

(iii) Input Type 3 and (iv) Input Type 4

Costs are identical to Weekly Input Type 1.

(iii) OMR Type 3

# forms	x	# employees	x	days per month	=	forms per month
2	x	200	x	22	=	8,800

fixed costs	+	(volume	x	cost per sheet)	=	data capture costs
$40.00	+	(8,800	x	.01)	=	$128.00

# forms	x	cost per form	=	form costs
8,800	x	.04	=	$352.00

(iv) OMR Type 4

Costs are identical to Daily OMR Type 3.

Optical Reading Costs

(a) Daily Submission

(i) OMR Type 1

# forms	x	# employees	x	days per month	=	forms per month
1	x	250	x	22	=	5,500

fixed costs	+	(volume	x	cost per sheet)	=	data capture costs
$40.00	+	(5,500	x	.01)	=	$95.00

# forms	x	cost per form	=	form costs
5,500	x	.03	=	$165.00

(ii) OMR Type 2

Not applicable because design and form is for weekly submission only.

(b) Weekly Submission

(i) OMR Type 1

# forms	x	# employees	x	weeks per month	=	forms per month
1	x	300	x	5	=	1,500

fixed costs	+	(volume x cost per sheet)	=	data capture costs
$40.00	+	(1,500 x .01)	=	$55.00

# forms	x	cost per form	=	form costs
1,500	x	.03	=	$45.00

(ii) OMR Type 2

# forms	x	# employees	x	weeks per month	=	forms per month
1	x	375	x	5	=	1,875

fixed costs	+	(volume x cost per sheet)	=	data capture costs
$40.00	+	(1,875 x .01)	=	$58.75

# forms	x	cost per form	=	form costs
1,875	x	.03	=	$56.25

(iii) OMR Type 3

# forms	x	# employees	x	weeks per month	=	forms per month
1	x	200	x	5	=	2,500
1	x	300	x	5		

fixed costs	+	(volume	x	cost per sheet)	=	data capture costs
$40.00	+	(2,500	x	.01)	=	$65.00

# forms	x	cost per form	=	form costs
2,500	x	.04	=	$100.00

(iv) OMR Type 4

# forms	x	# employees	x	weeks per month	=	forms per month
2		200	x	5	=	2,000

fixed costs	+	(volume	x	cost per sheet)	=	data capture costs
$40.00	+	(2,000	x	.01)	=	$60.00

# forms	x	cost per form	=	form costs
2,000	x	.04	=	$80.00

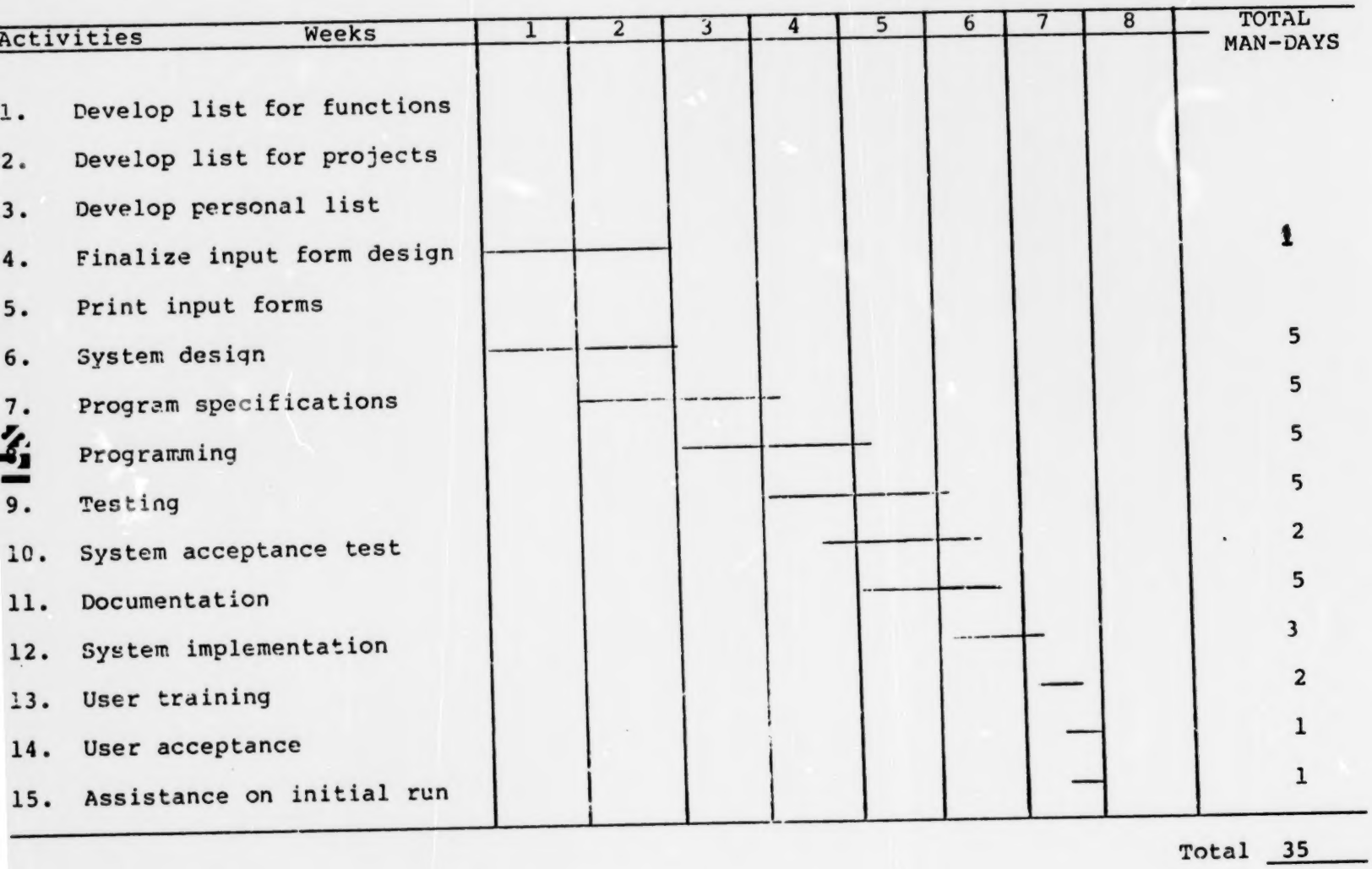
APPENDIX E

Development Activities and Schedule

Development Activities	Responsibility	Man-Days
1. Develop an edited list of on-going functions for each branch	USER	2
2. Develop a list of special projects for each branch	USER	2
3. Develop a personal list of functions and projects	USER	0
4. Finalize Input Form Design	USER EDP	1 1
5. Print Input Forms	FORMS SUPPLIER	0
6. System Design	EDP USER	5 2
7. Program Specifications	EDP	5
8. Programming	EDP	5
9. Testing	EDP	5
10. System Acceptance Test	EDP USER	2 2
11. Documentation	EDP	5
12. System Implementation	EDP USER	3 3
13. User Training	EDP USER	2 1

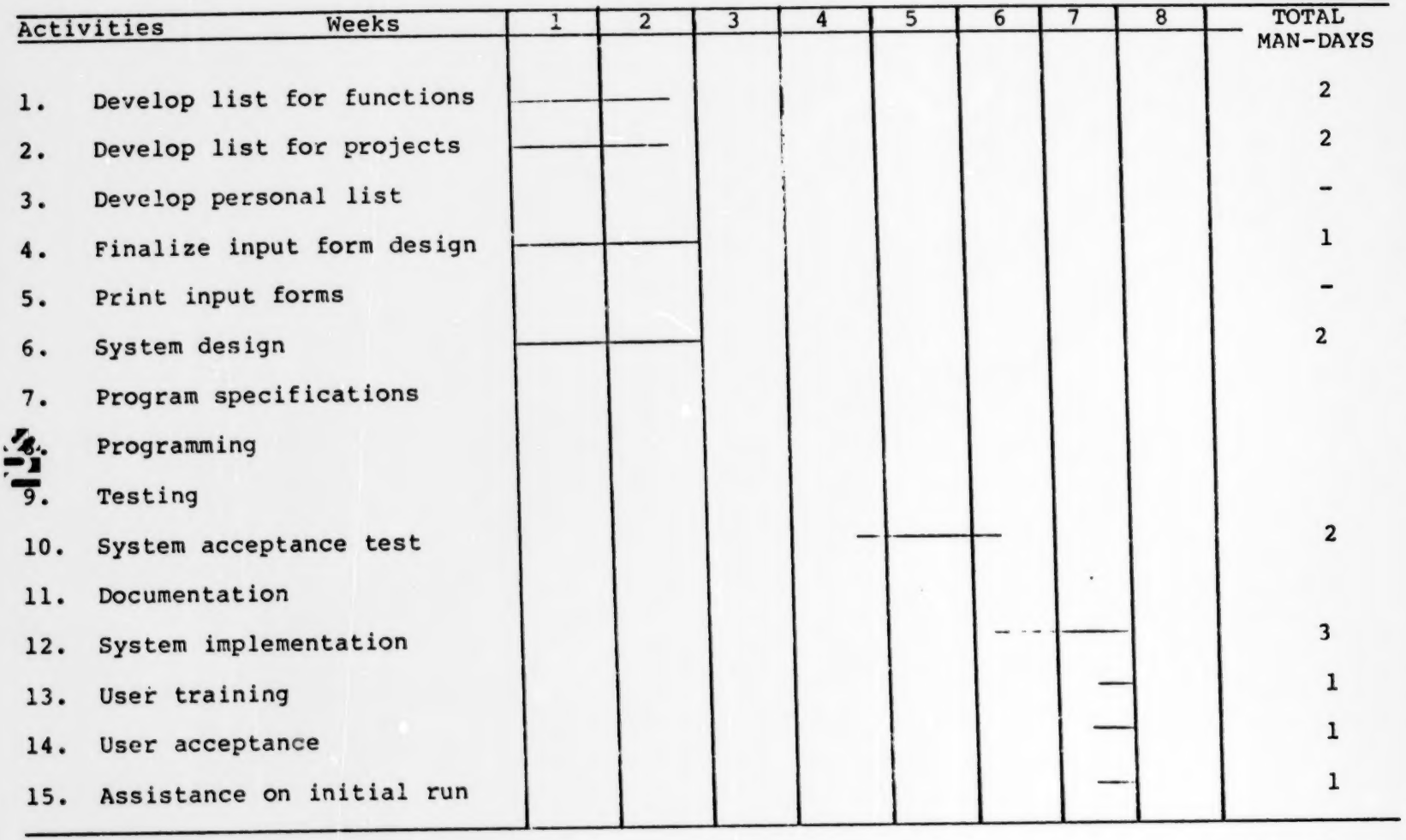
14.	User Acceptance	EDP	1
		USER	1
15.	Assistance on Initial Run	EDP	1
		USER	1
		Total USER Time	15
		Total EDP Time	35

EDP PROJECT SCHEDULE



Total 35

USER PROJECT SCHEDULE



Activities	Weeks	1	2	3	4	5	6	7	8	TOTAL MAN-DAYS
1.	Develop list for functions									2
2.	Develop list for projects									2
3.	Develop personal list									-
4.	Finalize input form design									1
5.	Print input forms									-
6.	System design									2
7.	Program specifications									
8.	Programming									
9.	Testing									
10.	System acceptance test									2
11.	Documentation									
12.	System implementation									3
13.	User training									1
14.	User acceptance									1
15.	Assistance on initial run									1

Total 15

APPENDIX F

Master List of On-Going Functions

MASTER LIST	PROPOSED LIST AS EDITED FOR W&M INSPECTORS
PROGRAM DEVELOPMENT	
PLANNING	
BUDGETS	
POLICY DEVLEOPMENT	
LEGISLATION/STANDARDS LEVEL	
ECONOMIC ANALYSIS	
STRATEGY DEVELOPMENT	
PROBLEM INVESTIGATION	
SUPPORT	
OTHER PROGRAM DEVEL.	
PROGRAM IMPLEMENTATION	
INITIAL INSPECTIONS	INITIAL INSPECTIONS
IN-SERVICE INSPECTIONS	IN-SERVICE/CYCLIC
RETAIL PACK INSPECTIONS	RETAIL PACK
ENFORCEMENT	ENFORCEMENT
RETURN VISITS	RETURN VISITS
CONTROL VISITS	CONTROL VISITS
APPROVAL ACTIONS	APPROVAL
EDUCATION-TRADER	EDUCATION-TRADER
EDUCATION-CONSUMER	EDUCATION-CONSUMER
LIAISON: EXTRA GOVT.	
LIAISON: INTRA GOVT.	
FUNCTIONAL...ADVICE	
CLERICAL: ADMIN SUPPORT	
CLERICAL: OTHER STAFF	CLERICAL: OTHER STAFF
PROFESSIONAL DRIVING	
OTHER SUPPORT	
PLANNING	
OTHER PROG. IMPLEMENT'N	
PROGRAM MANAGEMENT	
SUPERVISION	SUPERVISION
MONITORING & EVALUATION	
SURVEYS	
LIMITED MARKET ASSESS'T	
VERIFICATION OF TEST EQUIP.	VERIFY TEST EQUIPMENT
MANAGEMENT IMPROVEMENT	
OTHER PROGRAM MANAGEMENT	

SRI

IMPRESSED DEMANDS	
COMPLAINTS & ENQUIRIES	COMPLAINTS & ENQUIRIES
MINISTERIAL CORRESPONDENCE	
SPECIAL REPORTS	
ASSISTANCE TO OTHER ACTIVITY	ASSISTANCE
REQUEST INSPECTION	REQUEST INSPECTION
OTHER IMPRESSED DEMANDS	
MANPOWER	
STAFFING ACTION	
TRAINING GIVEN	TRAINING GIVEN
TRAINING RECEIVED	TRAINING RECEIVED
DEVELOPMENT	DEVELOPMENT
STAFFING REVIEW	
LANGUAGE TRAINING	LANGUAGE TRAINING
OTHER MANPOWER	
OTHER	
LEAVE	LEAVE
TRAVEL	TRAVEL
CONFERENCES	

APPENDIX G

RMIS Time Recording Form

Consumer and Corporate Affairs | Consommation et Corporations

EMPLOYEE'S TIME UTILIZATION REPORT
EMPLOI DU TEMPS DE L'EMPLOYÉ

BUREAU	CODE	BRANCH – *Direction*	CODE	COLLATOR CODE – *Code du collateur*	S.I.N. – *N.A.S.*	REPORTING *Temps rapport* M / Y – *A*	GROUP *Groupe*	LEVEL *niveau*	INITIALS *Initiales*	SURNAME – *Nom de famille*
	03		05	07	11	20 / 22	24		25	31

PROJECT TITLE – *Titre de projet*	PROJECT NUMBER *N° du projet*	TOTAL MAN-DAYS – *Total-journées-hommes*	DAILY TIME DISTRIBUTION – *DISTRIBUTION DU TEMPS QUOTIDIEN* 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
	01 0 2 47	51 52	
	56	60 61	
	65	69 70	
	01 0 2 47	51 52	
	56	60 61	
	65	69 70	
	01 0 2 47	51 52	
	56	60 61	
	65	69 70	

TOTAL PROJECT TIME – *TEMPS TOTAL DU PROJET*	01 0 3	9 9 9 0	47
ADMINISTRATION		9 9 9 1	51
PROFESSIONAL DEVELOPMENT – *DÉVELOPPEMENT PROFESSIONNEL*		9 9 9 2	55
LANGUAGE TRAINING – *FORMATION BILINGUE*		9 9 9 3	59
ANNUAL LEAVE/STATUTORY HOLIDAYS – *CONGÉS ANNUELS/FÊTES LÉGAUX*		9 9 9 4	63
OTHER LEAVE – *AUTRE CONGÉS*		9 9 9 5	67
OTHER – *AUTRE*		9 9 9 6	71
TOTAL MAN-DAYS – *TOTAL-JOURNÉES-HOMMES*		9 9 9 9	75

Supervisor's Approval – *Approbation du surveillant*

CCA 1500

APPENDIX H

OCR/OMR Forms

Statistics Canada / Statistique Canada

MARS

WEEKLY WORK REPORT
RAPPORT HEBDOMADAIRE

004142

YR/ ANNÉE | MO/ MOIS | FRI/ VEN

NAME
NOM

DIV.

EMP. NO.
Nº DE L'EMP.

DATE

NOTA: IF THE EMPLOYEE NO. AND/OR DATE ARE INCORRECT OR MISSING, PLEASE PROVIDE THE APPROPRIATE INFORMATION AT THE RIGHT.
SI LE NUMÉRO DE L'EMPLOYÉ ET/OU LA DATE QUI MANQUE OU SONT ERRONÉS, VEUILLEZ NOUS DONNER LES RENSEIGNEMENTS VOULUS À DROITE.

PROJECT
PROJET

PHASE
ÉTAPE

ACTIVITY
ACTIVITÉ

UNITS
UNITÉS

OT-TS

PROJECT
PROJET

PHASE
ÉTAPE

ACTIVITY
ACTIVITÉ

UNITS
UNITÉS

OT-TS

PROJECT
PROJET

PHASE
ÉTAPE

ACTIVITY
ACTIVITÉ

UNITS
UNITÉS

OT-TS

WRITE YOUR NUMERALS FULL SIZE AS SHOWN.

12345
67890

ÉCRIVEZ LES CHIFFRES COMME CECI, EN REMPLISSANT TOUTE LA CASE.

IMPORTANT
MAKE YOUR MARKS LIKE THIS
FAITES LES TRAITS COMME CECI

—

KEEP MARK WITHIN BOX
NE DÉPASSEZ PAS LA CASE

USE ONLY
HB PENCIL

UTILISEZ UN
CRAYON HB

OVERTIME
TEMPS SUPPLÉMENTAIRE
(OT - TS)

CODE

2 - STRAIGHT TIME RATE/ TAUX DES HEURES NORMALES

3 - TIME AND ONE HALF/ TARIF ET DEMI

4 - DOUBLE TIME/ TARIF DOUBLE

5 - UNCLAIMED/ NON RÉCLAMÉ

FEUILLE DE CODIFICATION
CODING SHEET

UNIVERSITÉ D'OTTAWA

UNIVERSITY OF OTTAWA

CENTRE D'INFORMATIQUE

COMPUTING CENTRE

COTE DU COURS
COURSE CODE

No D'IDENTIFICATION
IDENTIFICATION NO.

NOM DE FAMILLE
LAST NAME

INITIALES
INITIALS

UTILISER UN CRAYON
A MINE 'HB'.

EFFACER COMPLÉTEMENT
S'IL Y A LIEU.

NE RIEN INSCRIRE À GAUCHE
DE CETTE LIGNE.

MAKE NO MARKS TO THE LEFT
OF THIS LINE.

USE AN 'HB'
LEAD PENCIL.

ERASE COMPLETELY
ANY MARK YOU
WISH TO CHANGE

V/T	F					V/T	F					V/T	F					V/T	F					V/T	F				
1	A	B	C	D	E	31	A	B	C	D	E	61	A	B	C	D	E	91	A					121					
2	A	B	C	D	E	32	A	B	C	D	E	62	A	B	C	D	E	92	A					122	A				
3	A	B	C	D	E	33	A	B	C	D	E	63	A				E	93	A					123					
4	A	B	C	D	E	34	A	B	C	D	E	64	A	B	C	D	E	94	A					124	A	B			
5	A	B	C	D	E	35	A	B	C	D	E	65	A	B	C	D	E	95	A					125					
6	A	B	C	D	E	36	A	B	C	D	E	66	A	B	C	D	E	96	A					126					
7	A	B	C	D	E	37	A	B	C	D	E	67	A	B	C	D	E	97	A					127	A	B	C		
8	A	B	C	D	E	38	A	B	C	D	E	68	A	B	C	D	E	98	A					128	A	B			
9	A	B	C	D	E	39	A	B	C	D	E	69	A	B	C	D	E	99	A					129	A				
10	A	B	C	D	E	40	A	B	C	D	E	70	A	B	C	D	E	100	A					130	A	B			
11	A	B	C	D	E	41	A	B	C	D	E	71	A	B	C	D	E	101	A	B	C	D	E	131	A	B	C		
12	A	B	C	D	E	42	A	B	C	D	E	72	A	B	C	D	E	102	A	B				132	A				
13	A	B	C	D	E	43	A	B	C	D	E	73	A	B	C	D	E	103	A					133	A	B			
14	A	B	C	D	E	44	A	B	C	D	E	74	A	B	C	D	E	104	A					134	A				
15	A	B	C	D	E	45	A	B	C	D	E	75	A	B	C	D	E	105	A					135	A	B			
16	A	B	C	D	E	46	A	B	C	D	E	76	A	B	C	D	E	106	A					136	A	B			
17	A	B	C	D	E	47	A	B	C	D	E	77	A	B	C	D	E	107	A	B	C	D	E	137	A	B	C	D	E
18	A	B	C	D	E	48	A	B	C	D	E	78	A	B	C	D	E	108	A	B	C	D	E	138	A	B	C	D	E
19	A	B	C	D	E	49	A	B	C	D	E	79	A	B	C	D	E	109	A	B	C	D	E	139	A	B	C	D	E
20	A	B	C	D	E	50	A	B	C	D	E	80	A	B	C	D	E	110	A	B	C	D	E	140	A	B	C	D	E
21	A	B	C	D	E	51	A	B	C	D	E	81	A	B	C	D	E	111	A	B	C	D	E	141	A	B	C	D	E
22	A	B	C	D	E	52	A	B	C	D	E	82	A	B	C	D	E	112	A	B	C	D	E	142	A	B	C	D	E
23	A	B	C	D	E	53	A	B	C	D	E	83	A	B	C	D	E	113	A	B	C	D	E	143	A	B	C	D	E
24	A	B	C	D	E	54	A	B	C	D	E	84	A	B	C	D	E	114	A	B	C	D	E	144	A	B	C	D	E
25	A	B	C	D	E	55	A	B	C	D	E	85	A	B	C	D	E	115	A	B	C	D	E	145	A	B	C	D	E
26	A	B	C	D	E	56	A	B	C	D	E	86	A	B	C	D	E	116	A	B	C	D	E	146	A	B	C	D	E
27	A	B	C	D	E	57	A	B	C	D	E	87	A	B	C	D	E	117	A	B	C	D	E	147	A	B	C	D	E
28	A	B	C	D	E	58	A	B	C	D	E	88	A	B	C	D	E	118	A	B	C	D	E	148	A	B	C	D	E
29	A	B	C	D	E	59	A	B	C	D	E	89	A	B	C	D	E	119	A	B	C	D	E	149	A	B	C	D	E
30	A	B	C	D	E	60	A	B	C	D	E	90	A	B	C	D	E	120	A	B	C	D	E	150	A	B	C	D	E

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174	A				
175	A				
176	A				
177	A				
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179	A				
180	A				

UOCCM - 01

SA15-AP01 100M 5/77

IBM 3881 FORMAT CONTROL SHEET

GX21-9168-2
U/M 050 Printed in U.S.A

FORMAT NUMBER
ALTERNATE

JOB IDENTIFICATION:

ROW START	ROW END	COLUMN START/MARKS ALLOWED	COLUMN END/FIELD TYPE	NOTES
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		MARKS ALLOWED / GRY IND. / NO SEL	FIELD TYPE	
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		MARKS ALLOWED / GRY IND. / NO SEL	FIELD TYPE	
		MARKS ALLOWED / GRY IND. / NO SEL	FIELD TYPE	
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		MARKS ALLOWED / GRY IND. / NO SEL	FIELD TYPE	
		MARKS ALLOWED / GRY IND. / NO SEL	FIELD TYPE	

DENSITY
BPI
FORMAT IDENTIFIER
Z-A, 0-9
A-Z, 0-9
IS THIS THE LAST SHEET FOR THIS FORMAT? NO YES
TENS ····· TIMING MARK COUNT ····· UNITS

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40